



The Commonwealth of Massachusetts



ESC Service Charter Scorecard

April 02, 2017 – April 29, 2017



The Commonwealth of Massachusetts

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Service Delivery Overview

April 02, 2017 – April 29, 2017

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 53,424

Total calls received: 6,428

Average Call Wait Time: 01:37

Total email requests received: 659

Total FAX requests received: 103

Number of Transactions processed by ESC: 8,789

Total outbound contacts: 2,627

Total tickets opened: 5,987

Total tickets closed within 3 days: 5,875

Total tickets remain open beyond 3 days: 98

% tickets remain open beyond 3 days: 1.53%

% of Employees served by the ESC: 16.45%

Staffing

Area	Staffing as of 4/29/2017	Staffing as of 4/01/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	4	4
Processing & Outreach	11	11
Senior Staff	2	2
Total	21	21

Activities

- DPS merged into two other departments dropping the total agencies served from 80 to 79.

Source: ESC Avaya CMS & Footprints Reports, data from 4/02/2017 – 4/29/2017.

***Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

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SLA Targets and Actual Performance



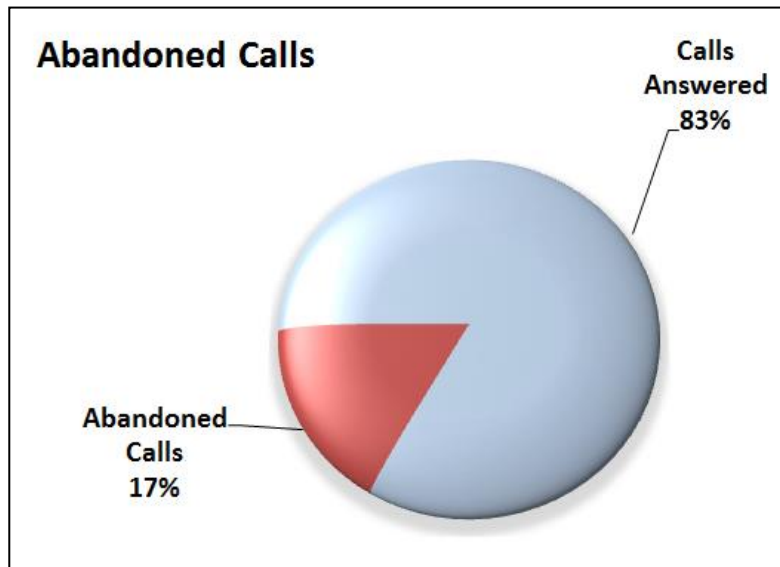
Delivering HR Services That Matter

Metric	Target	Current Period Performance 4/02/17 – 4/29/17	Previous Period Performance 3/05/17 – 4/01/17	Trend
Average wait time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	1:37 seconds	1:40 seconds	↑
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.77%	99.68%	↑
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.9% within 1 Day and 96.2% within 3 Days	93.1% within 1 Day and 96.7% within 3 Days	↑
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	85.1% rated good to excellent (1.453% response rate)	83.9% rated good to excellent (1.109% response rate)	↑
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time - 1st & 2nd notice Approvers: Unapproved reported time - 1st & 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice Failsafe outreach to Agy. HR/PY and signatories Failsafe outreach to CTR and CHRO 	95%	100%	100%	=
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%	N/A	N/A	=
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	=

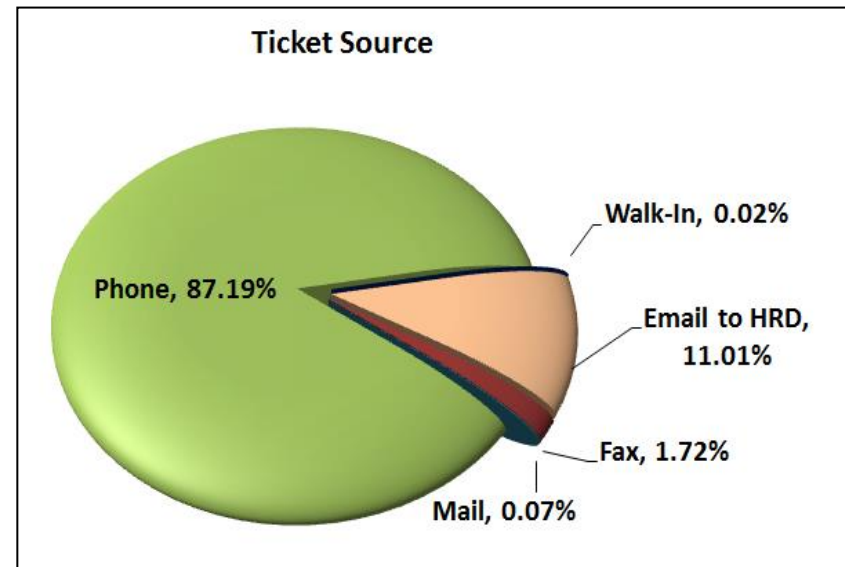


Inbound Call Data

SLA Metric	Target Level	Current Period 4/02/17 to 4/29/17	Previous Period 3/05/17 to 4/01/17	April 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	1:37 seconds	1:40 seconds	0:35 seconds



Total = 6,428 calls



Total = 5,987 Tickets

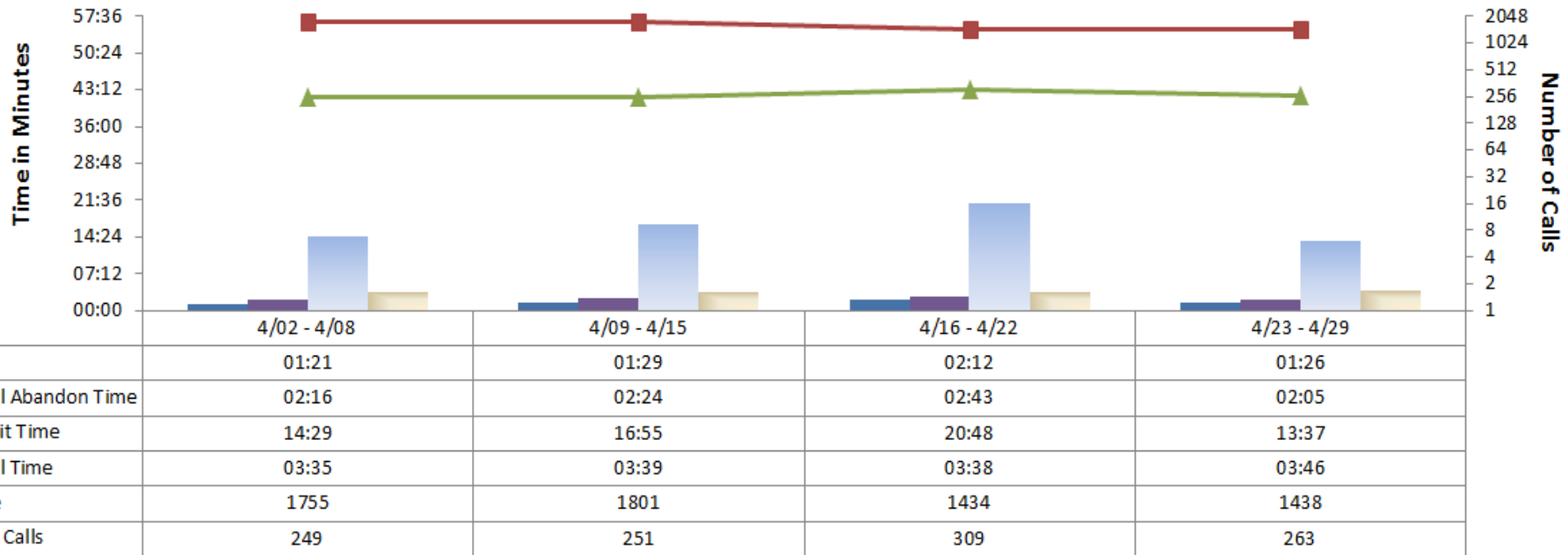
Source: ESC Footprints & Avaya data from 4/02/2017 – 4/29/2017.

*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



Inbound Call Data

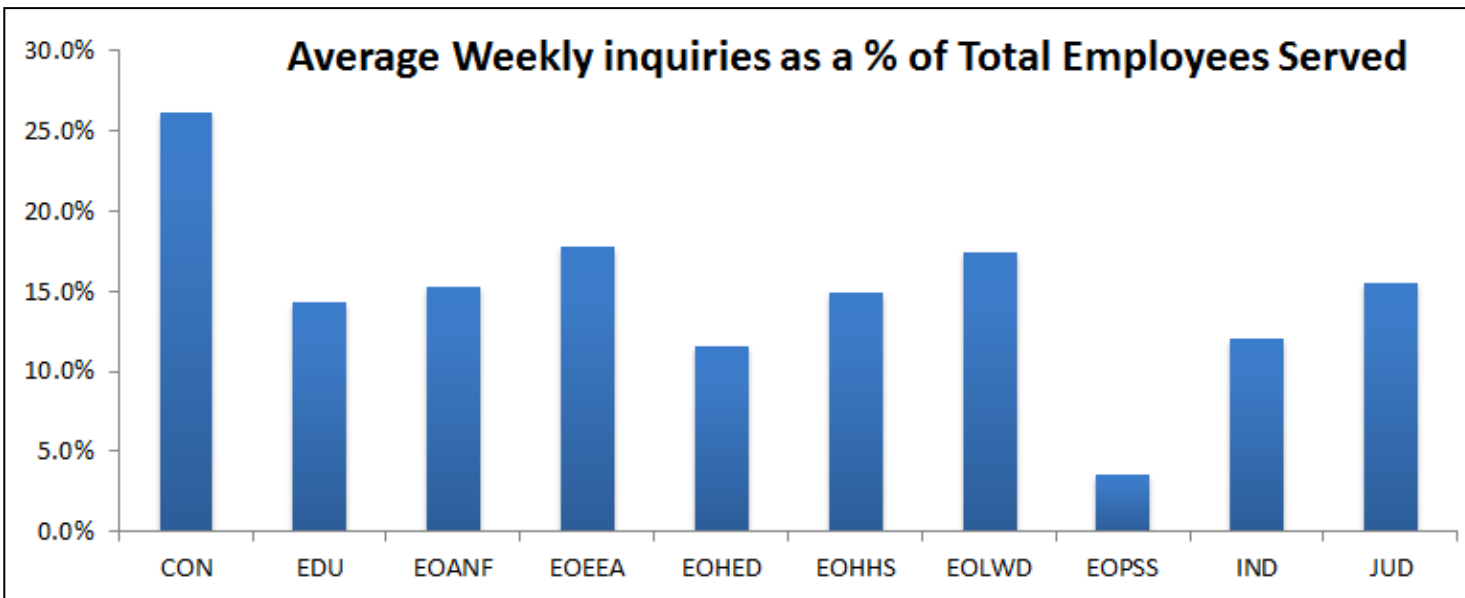
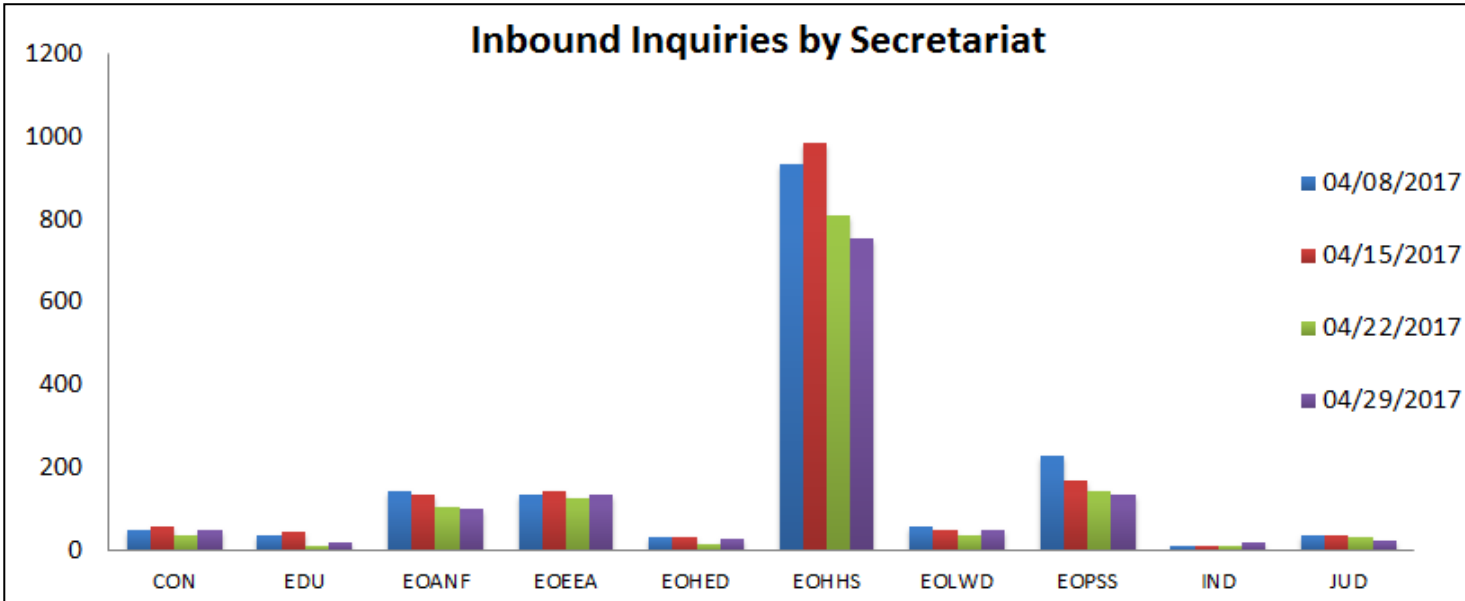
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 4/02/2017 – 4/29/2017.

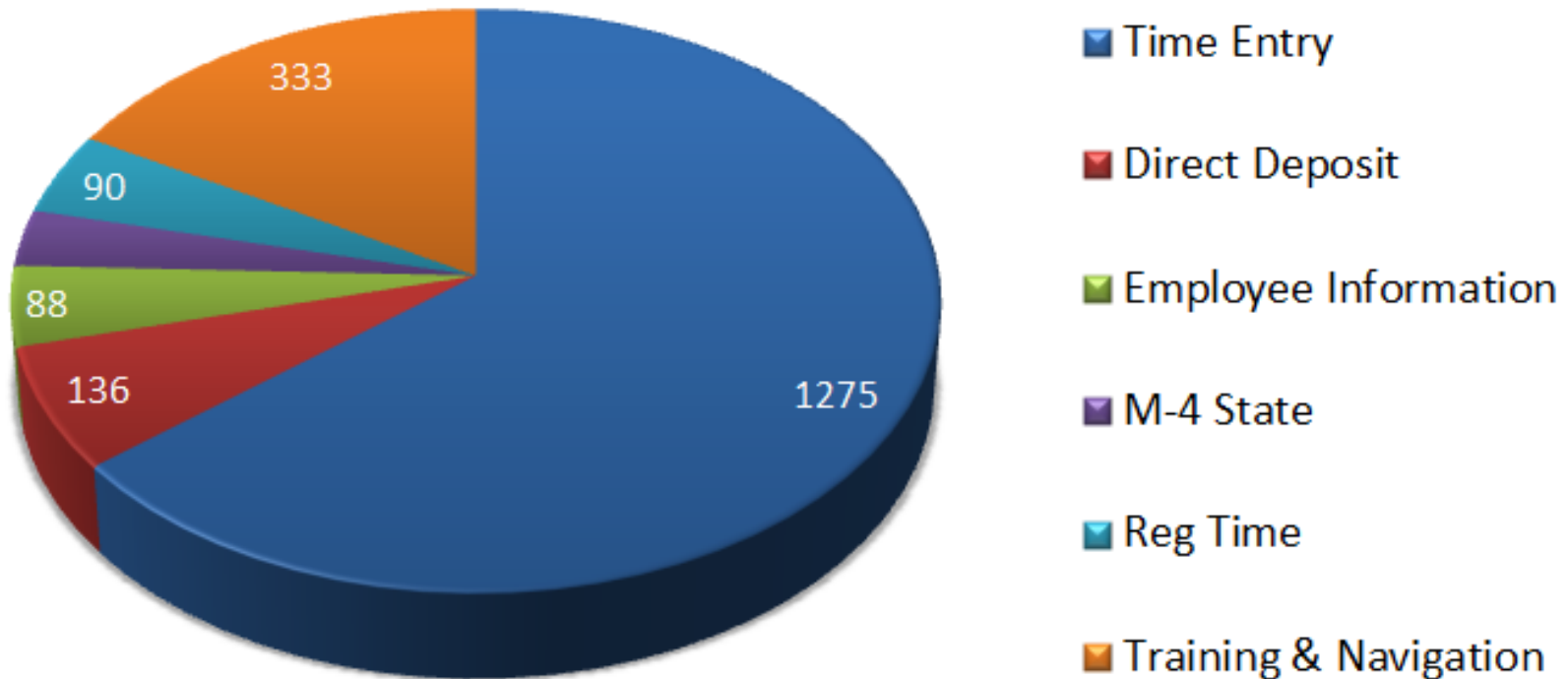


Inbound Inquiries by Secretariat



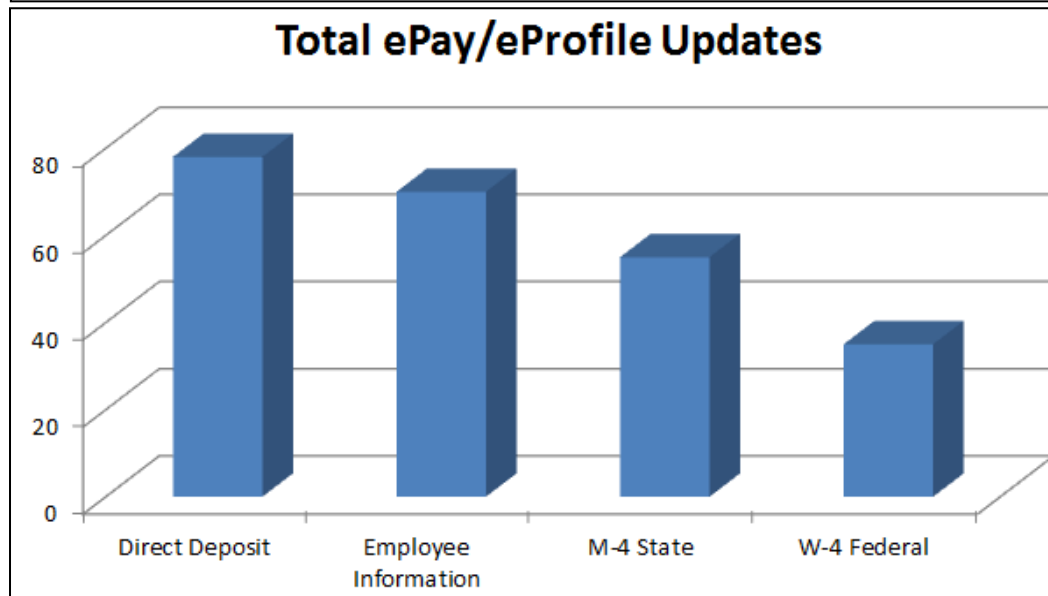
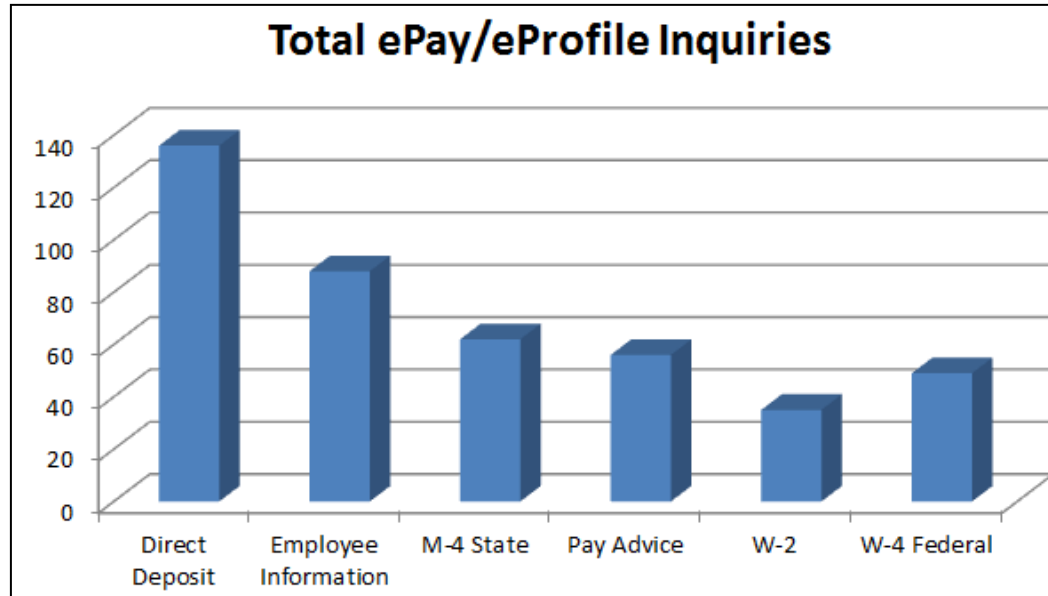
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)



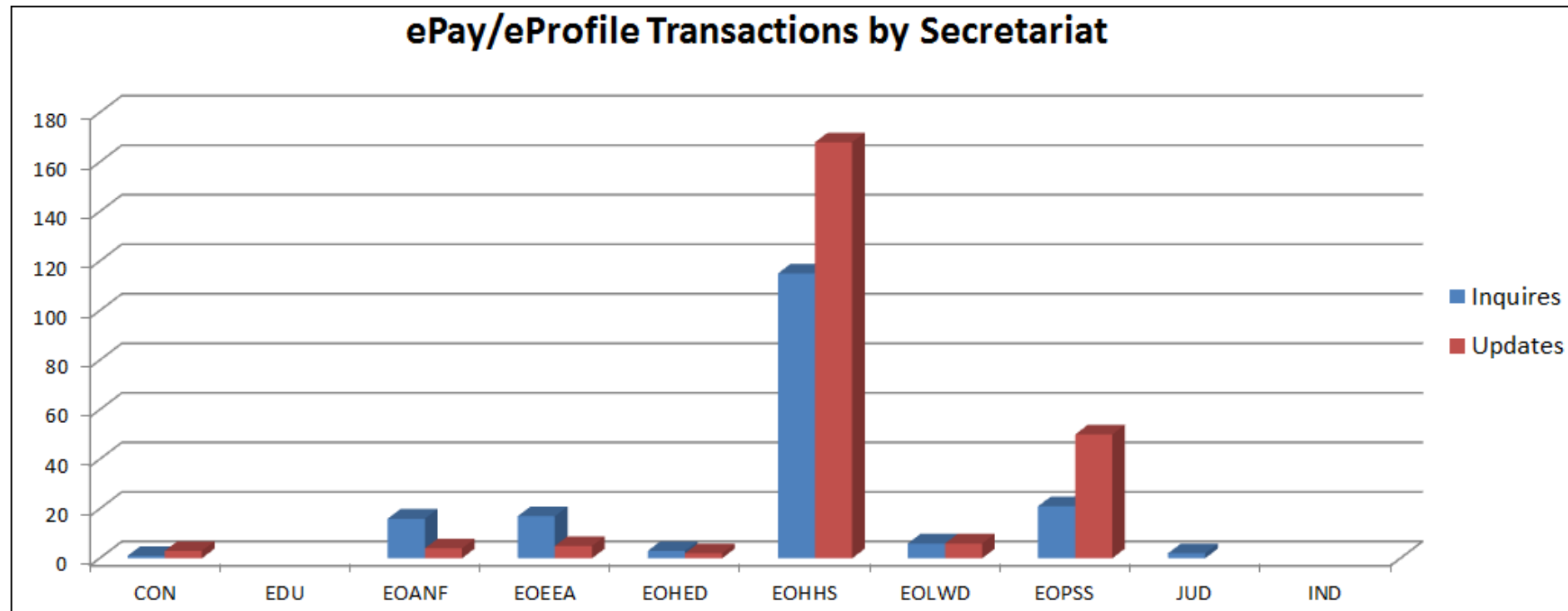
Source: ESC Footprints data from 4/02/2017 – 4/29/2017.

ePay/eProfile Transactions



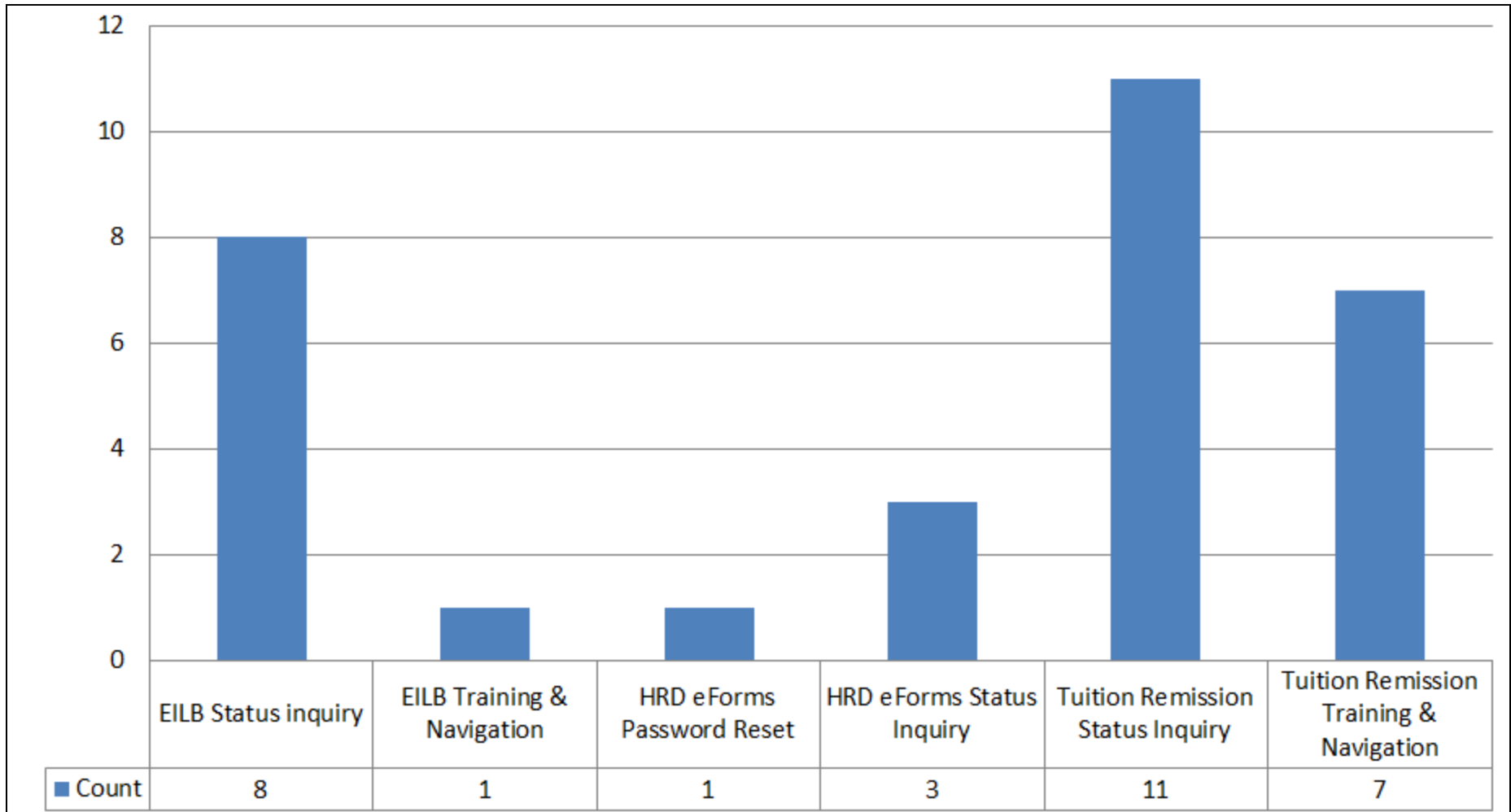
ePay/eProfile Transactions by Secretariat

ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 4/02/2017 – 4/29/2017.

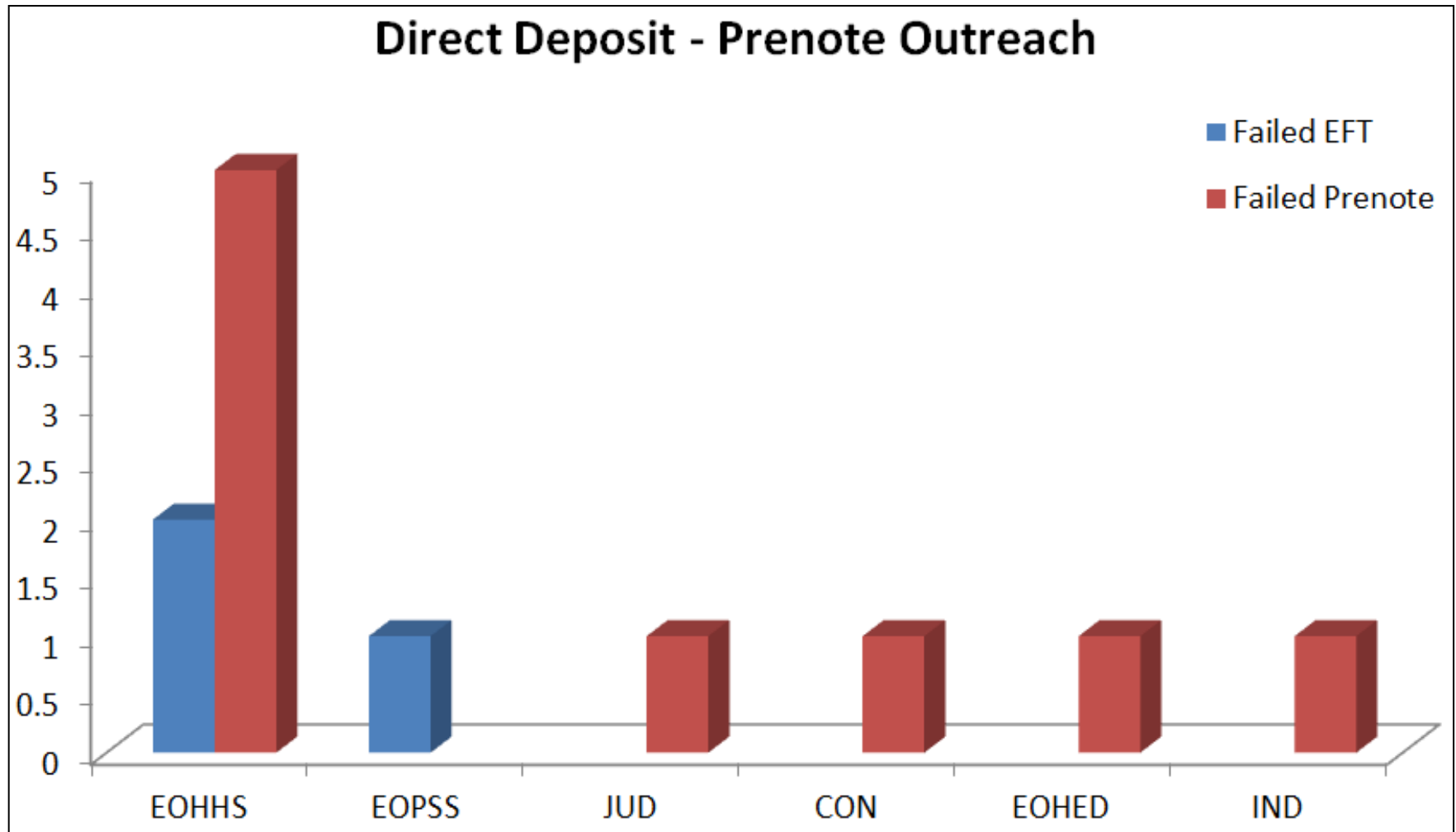
eServices Inquiries



Source: ESC Footprints data from 4/02/2017 – 4/29/2017.



Direct Deposit-Prenote Outreach



Source: ESC data 4/02/2017 – 4/29/2017.



Case Resolution Time

SLA Metric	Target	Current Period 4/02/2017 – 4/29/2017	Previous Period 3/05/2017 – 4/01/2017	Previous Year April 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.77%	99.68%	99.76%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	93.9% within 1 Day and 96.2% within 3 Days	93.1% within 1 Day and 96.7% within 3 Days	92.2% within 1 Day 95.9% within 3 Days

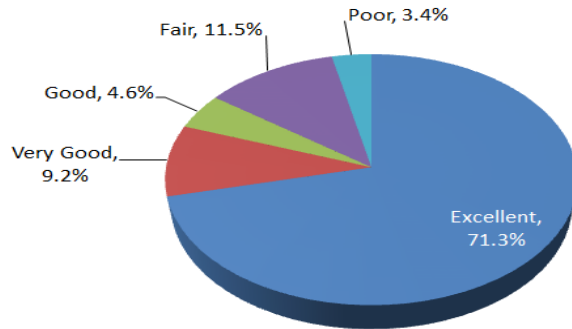
Source: ESC Footprints data from 4/02/2017 – 4/29/2017.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 4/02/2017 – 4/29/2017	Current Period 3/05/2017 – 4/01/2017	April 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	85.1% rated good to excellent (1.453% response rate)	83.9% rated good to excellent (1.109% response rate)	96% rated good to excellent (1.188% response rate)

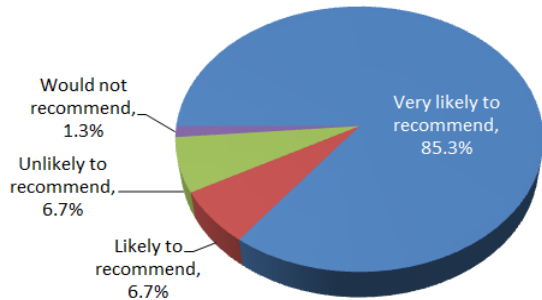
How would you rate the quality of service you received from the Employee Service Center?



Selected Monthly Comments:

- Excellent and helpful, I was prepared to have multiple outreach for my issue, however the representative knew exactly where and who I needed and requested to speak with. Thank you again
- The Employee Service Center Specialist was excellent. didn't make me feel like a bother to her....
- I'd like to congratulate you on the efficient, well informed, personable and courteous service of Marie Pierre. She was a credit to your Department. Her training was evident as she navigated the system with ease and confidence and she a pleasure to deal with. She really helped me out with something I needed urgently. I was so glad that I called you. Thank you so much.
- I emailed regarding my inability to answer the security question on my timesheet, and within 10 minutes they had given me the info to fix it. Excellent service!

How likely would you be to recommend the Employee Service Center to a colleague?



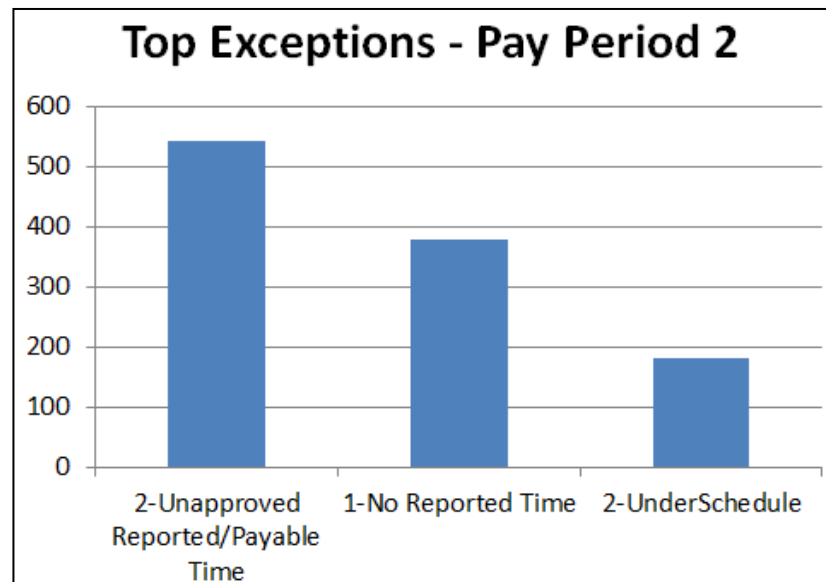
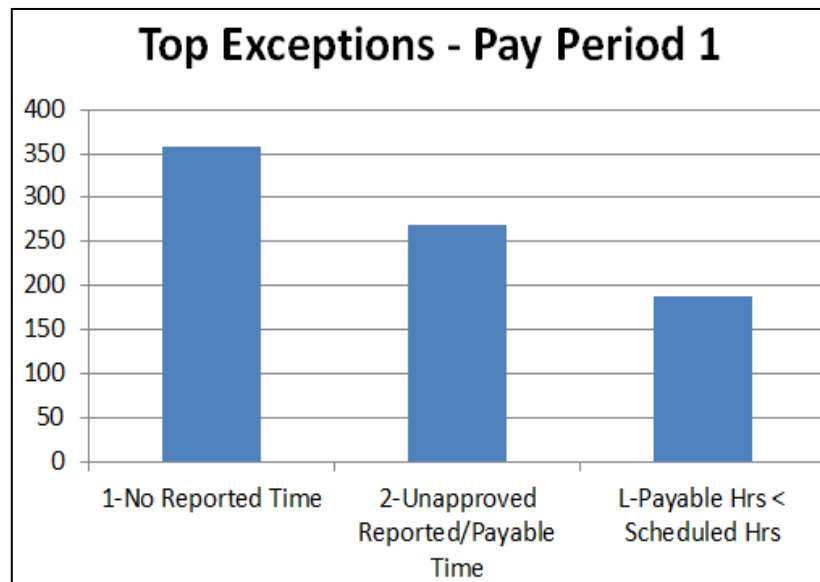
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 4/02/2017 – 4/29/2017.

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Outbound Contact Percentages

SLA Metric	Target	Current Period 4/02/2017 – 4/29/2017	Previous Period 3/05/2017 – 4/01/2017
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	65.23%	74.92%

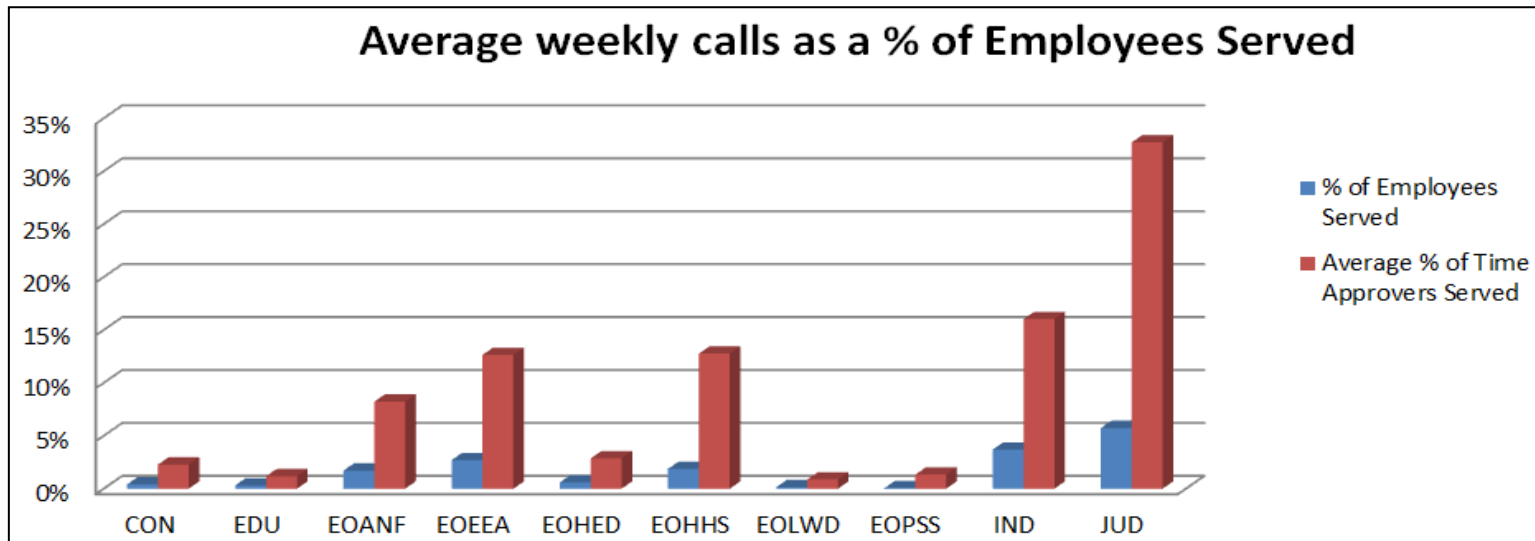
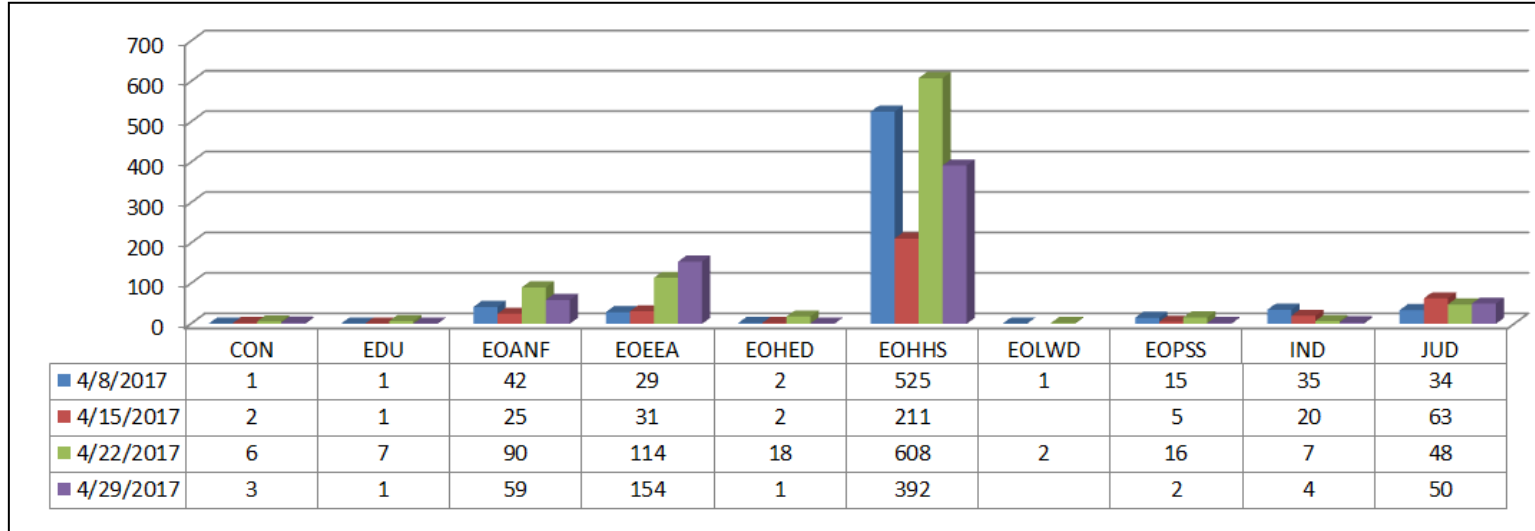


Source: ESC data from 4/02/2017 – 4/29/2017.

Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.



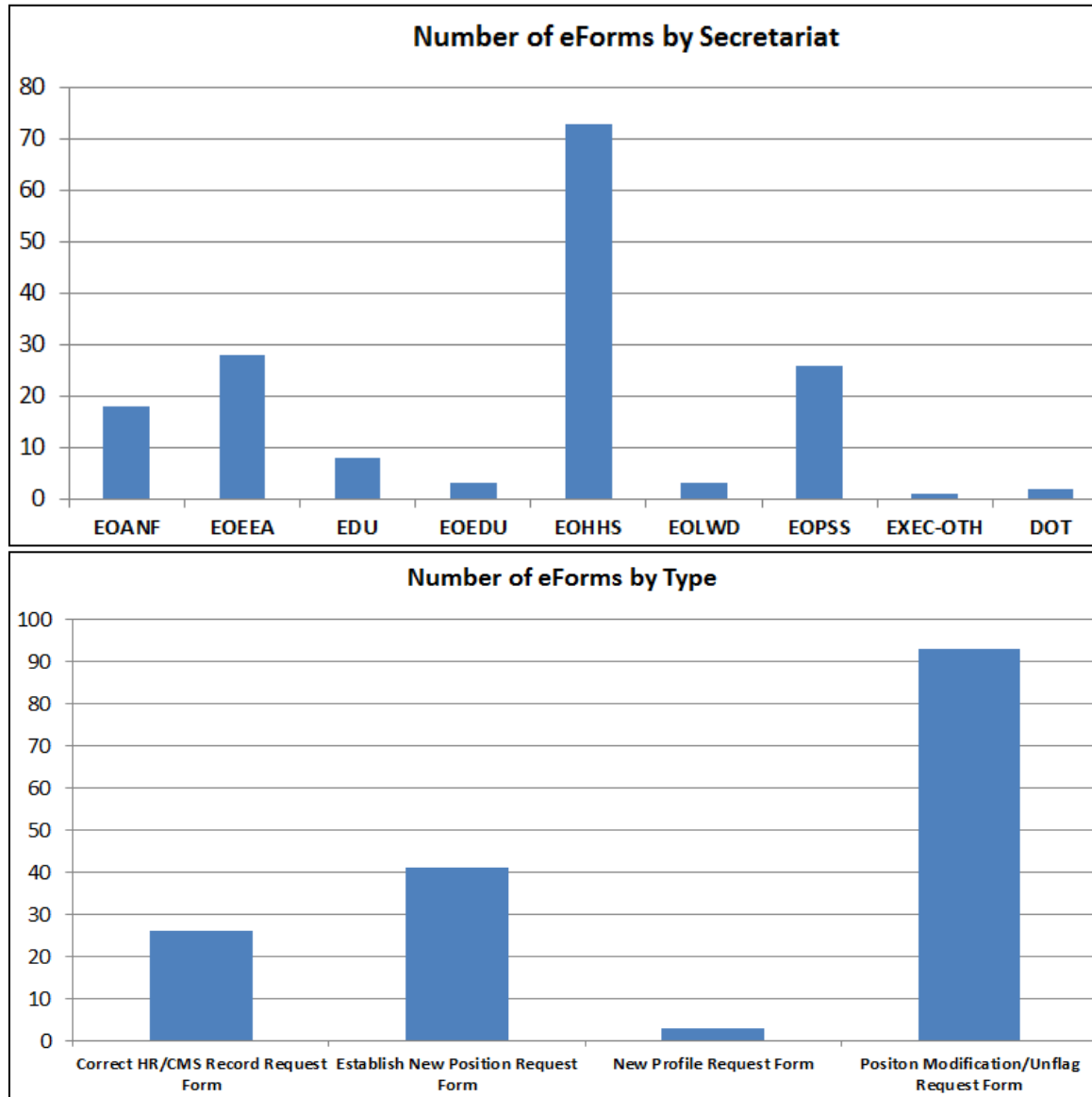
Source: ESC Exception Management System data 4/02/2017 – 4/29/2017.

Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

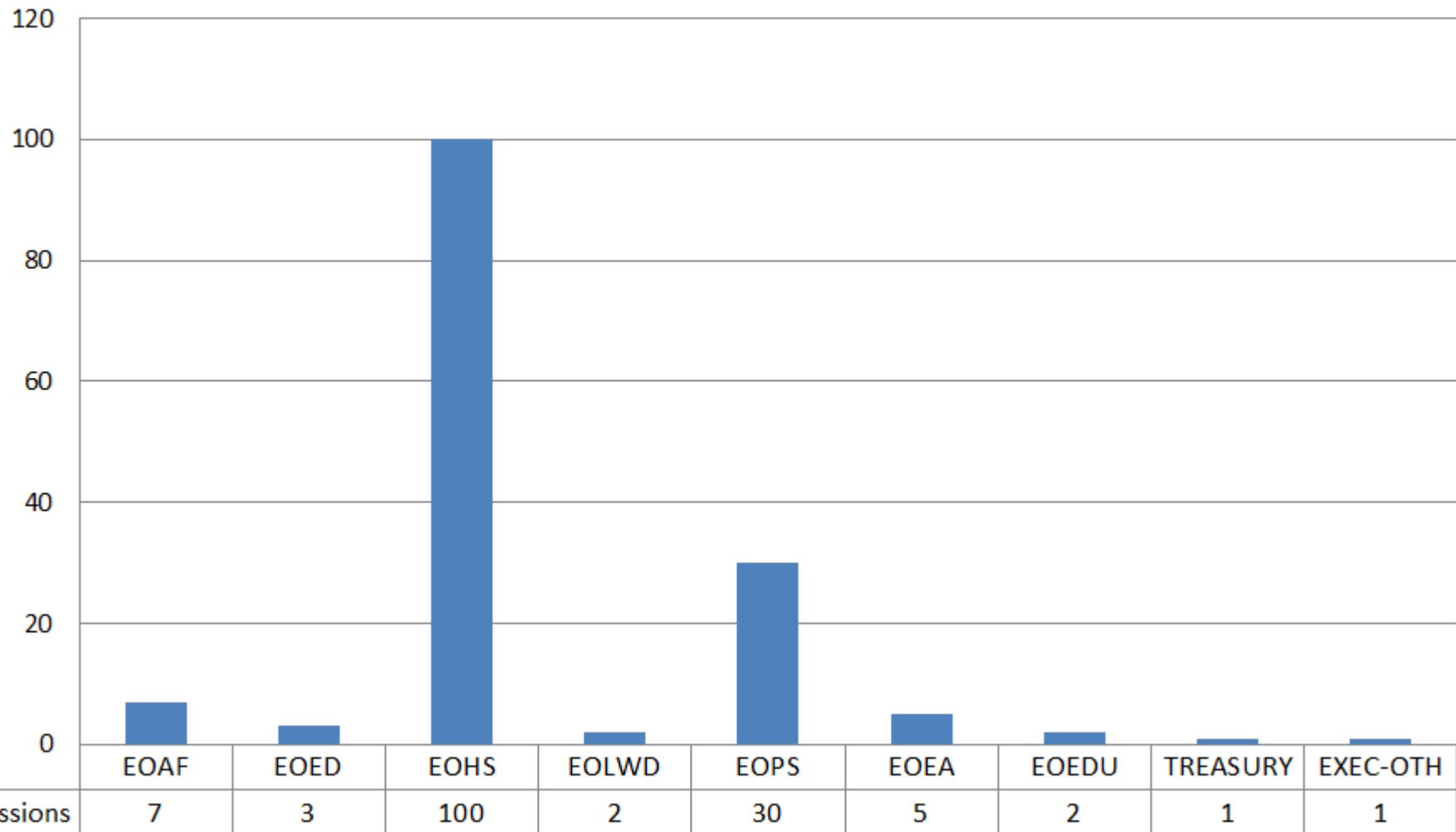


Position Management

Total number of eForms processed by ESC: 163



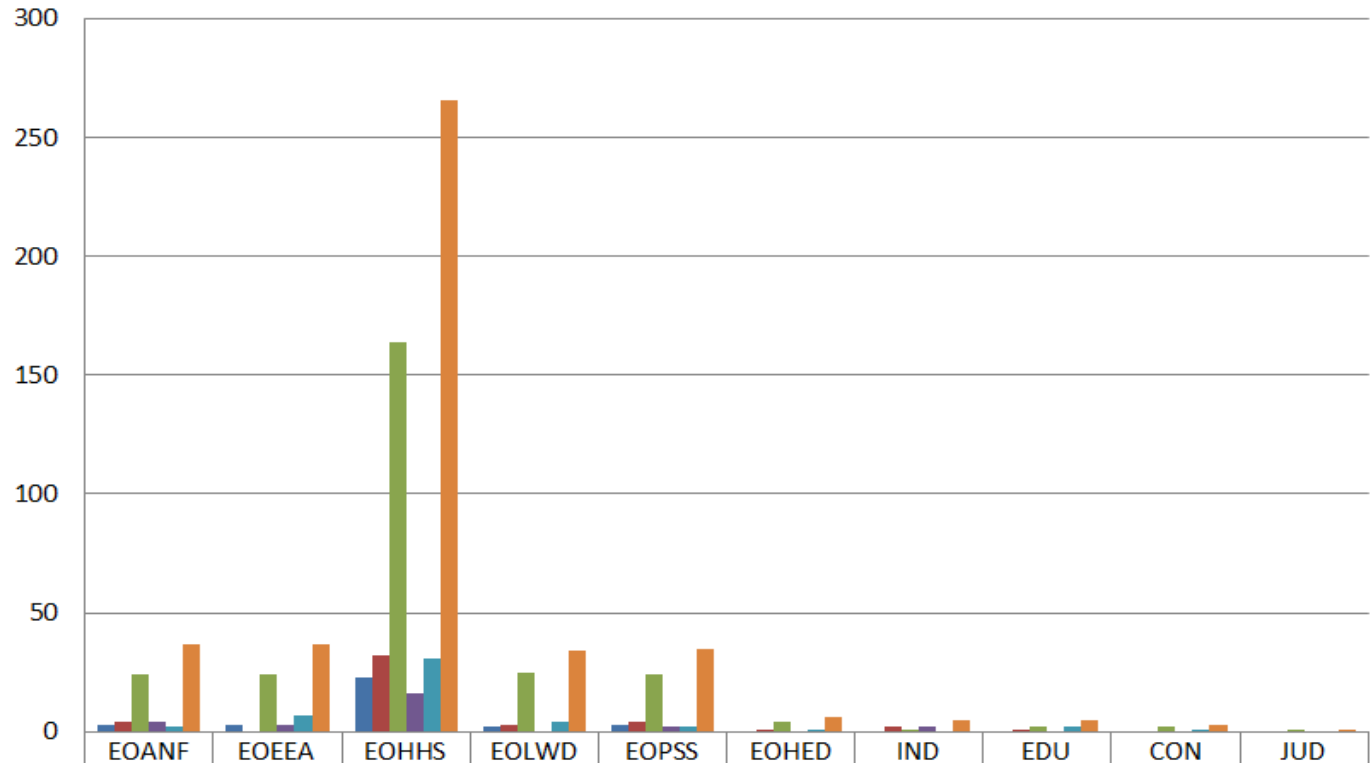
Tuition Remission Submissions per Secretariat



Source: OnBase - Hyland Unity Client Reporting data from 4/02/2017 – 4/29/2017.



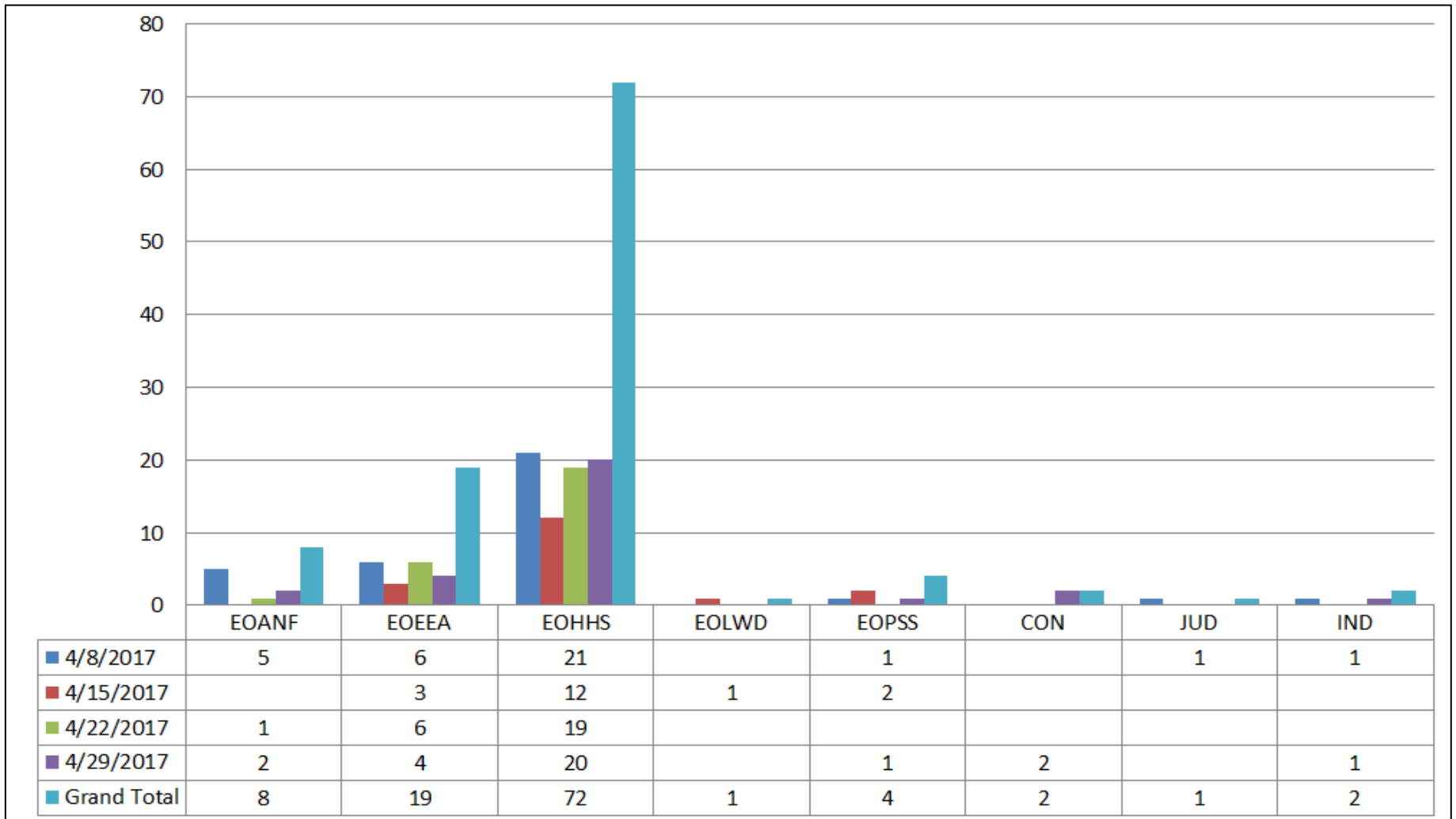
MassCareers Top 5 Most Frequent Classifications by Secretariat



Source: ESC Footprints data from 4/02/2017 – 4/29/2017.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 4/02/2017 – 4/29/2017.



Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
10/30/2016	11/26/2016	12/14/2016
11/27/2016	12/24/2016	1/11/2017
12/25/2016	2/4/2017	2/15/2017
2/5/2017	3/4/2017	3/15/2017
3/5/2017	4/1/2017	4/12/2017
4/2/2017	4/29/2017	5/10/2017
4/30/2017	5/27/2017	6/7/2017
5/28/2017	6/24/2017	7/5/2017
6/25/2017	8/5/2017	7/16/2017
8/6/2017	9/2/2017	9/20/2017
9/3/2017	9/30/2017	10/18/2017
10/1/2017	10/28/2017	11/15/2017

***Note:** “Service Month” reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	139	MCB-Mass Commission For The Blind	144
AGR-Department Of Agricultural Resources	105	DOR-Department Of Revenue	1566	MCD-Commission For The Deaf And Hard Of Hearing	52
ALA-Administrative Law Appeals Division	31	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	86
ANF-Eo Administration & Finance	279	DPH-Department Of Public Health	3020	MIL-Massachusetts National Guard	9960
APC-Appeals Court	113	DPU-Department Of Public Utilities	164	MMP-Massachusetts Marketing Partnership	18
ART-Mass Cultural Council	30	DSS-Department Of Children And Families	4083	MRC-Mass Rehabilitation Commission	979
ATB-Appellate Tax Board	23	DYS-Department Of Youth Services	845	OCD-Dept Of Housing And Community	264
BLC-Board of Library Commissioners	22	EDU-Executive Office Of Education	84	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	15	EEC-Department Of Early Education	193	ORI-Office For Refugees And Immigrants	20
CAD-Commission Against Discrimination	84	EED-Executive Office Of Housing & Economic Development	55	OSC-Office Of The Comptroller	128
CDA-Massachusetts Emergency Management Agency	94	EHS-Executive Office Of Health and Human Services	1545	OSD-Division Of Operational Services	103
CHE-Soldiers' Home In Massachusetts	332	ELD-Department Of Elder Affairs	59	PAR-Parole Board	164
CHS-Department of Criminal Justice Information Systems	41	ENE-Department Of Energy Resources	65	POL-State Police	2536
CJT-Criminal Justice Training Council	550	ENV-Executive Office Of Energy and Environmental Affairs	326	REG-Division Of Professional Licensure	260
CME-Chief Medical Examiner	92	EOL-Executive Office Of Workforce Development	1119	RGT-Department Of Higher Education	65
CPC-Committee for Public Counsel Services	738	EPS-Executive Office Of Public Safety and Security	196	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	682	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	338	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	35	GIC-Group Insurance Commission	52	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	413	HCF-Health Care Finance & Policy	144	SRB-State Reclamation Board	148
DCR-Department Conservation And Recreation	1220	HLY-Soldiers' Home In Holyoke	347	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	653	HPC-Health Policy Commission	74	TRB-Teachers Retirement Board	95
DMH-Department of Mental Health	3609	HRD-Human Resources Division	124	TRE-Office Of The State Treasurer	253
DMR-Health and Human Services	6455	ITD-Information Technology Division	350	VET-Department Of Veterans Service	64
DOB-Division Of Banks	166	LIB-George Fingold Library	11	VWA-Victim And Witness Assistance	19
DOC-Department of Corrections	4702	LOT-Lottery And Gaming Commission	395	WEL-Department Of Transitional Assistance	1652
DOE-Department Of Elementary & Secondary Education	471	Grand Total:			53424

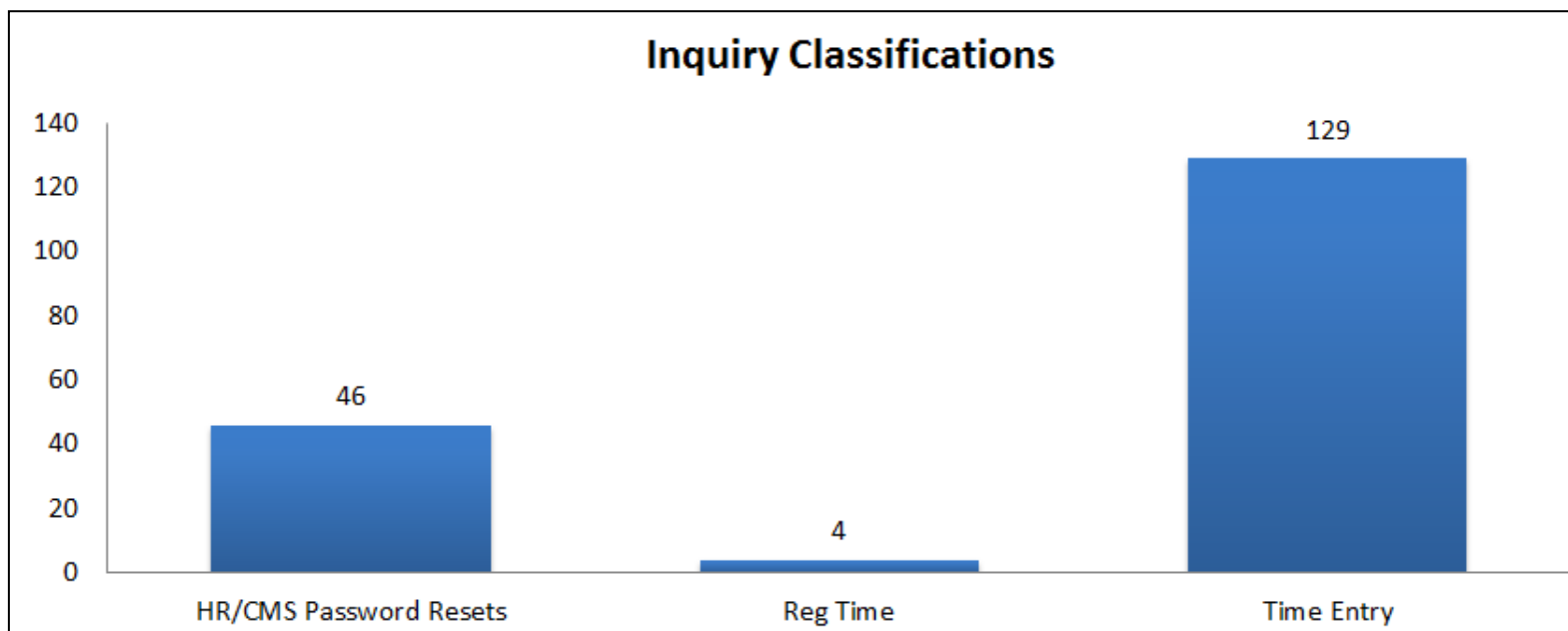
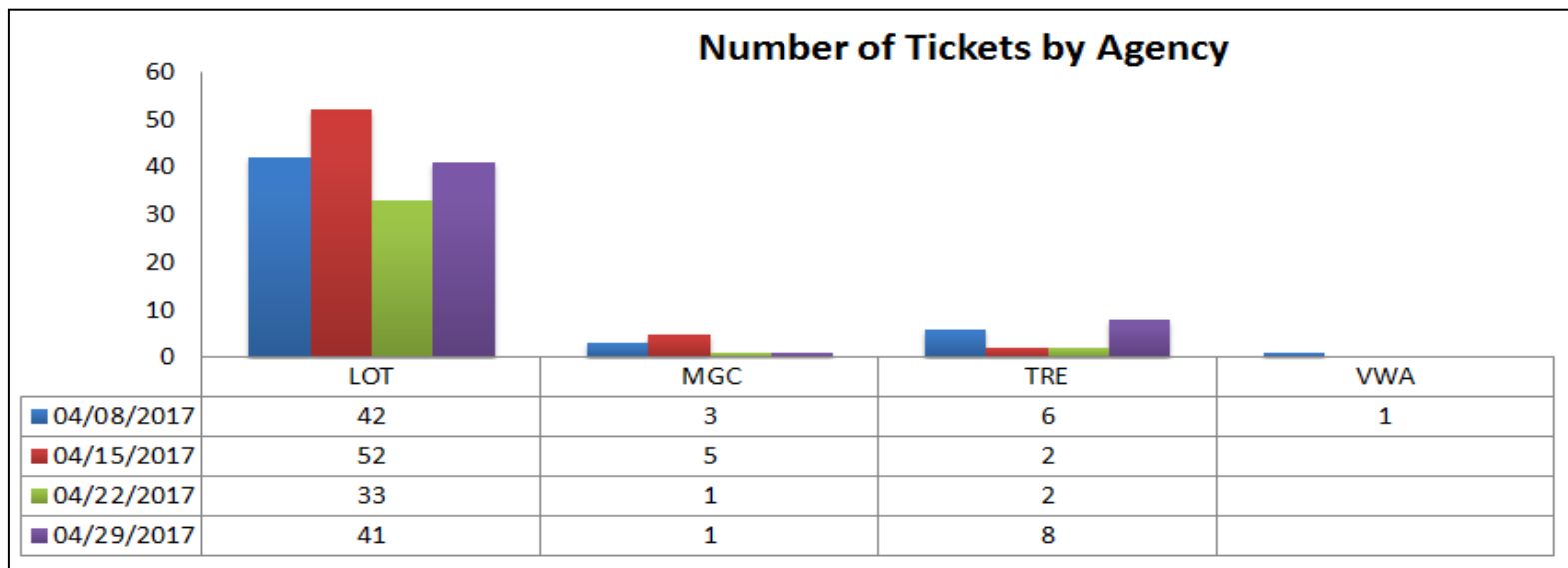


Appendix: Inquiries by Agency

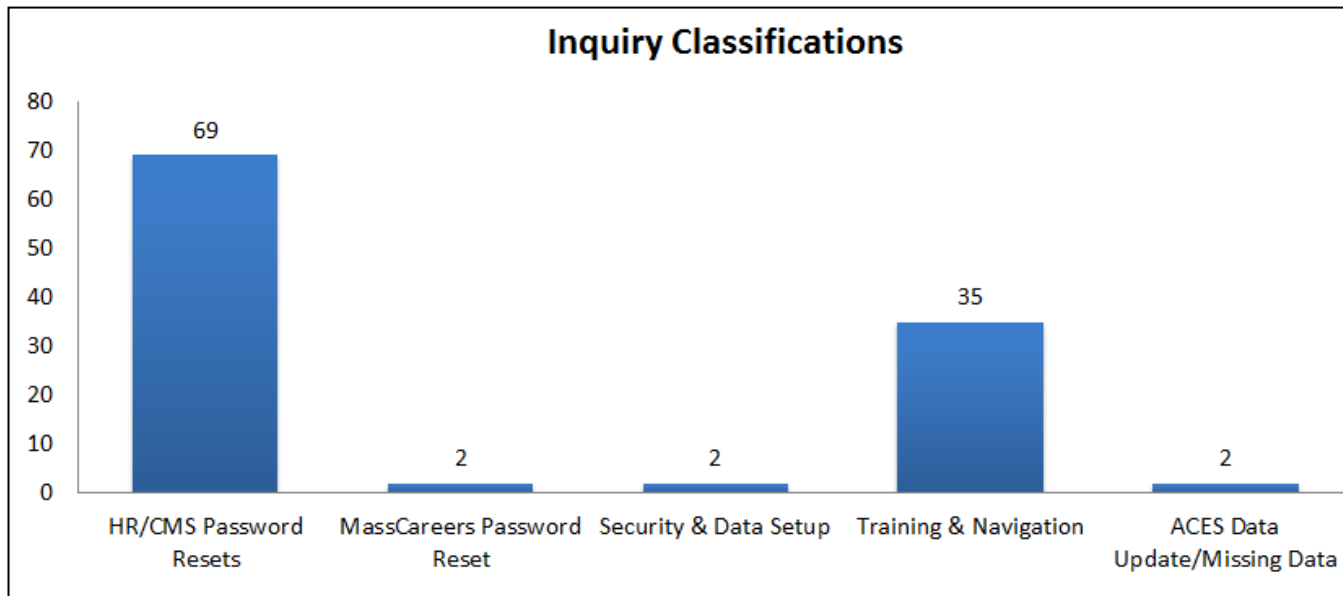
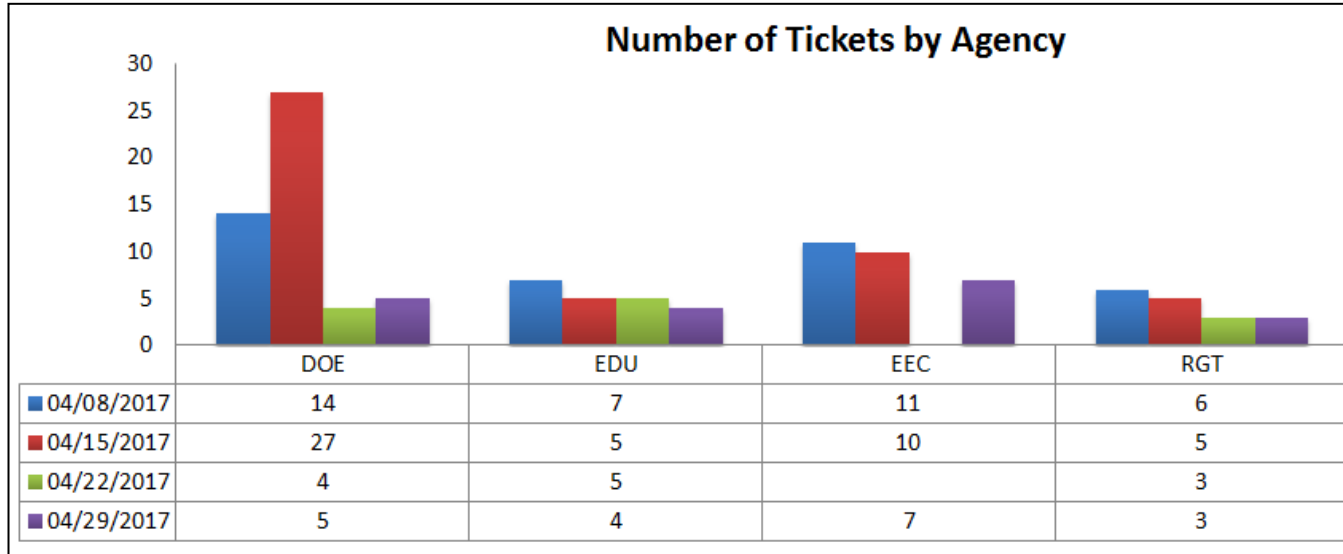
- Note: No inquiries were received for this service month from:

ADD - Developmental Disabilities Council	ATB - Appellate Tax Board
CSW - Commission On Status Of Women	DAC - Disabled Persons Protection Commission
SDA - Sheriffs Department Association	

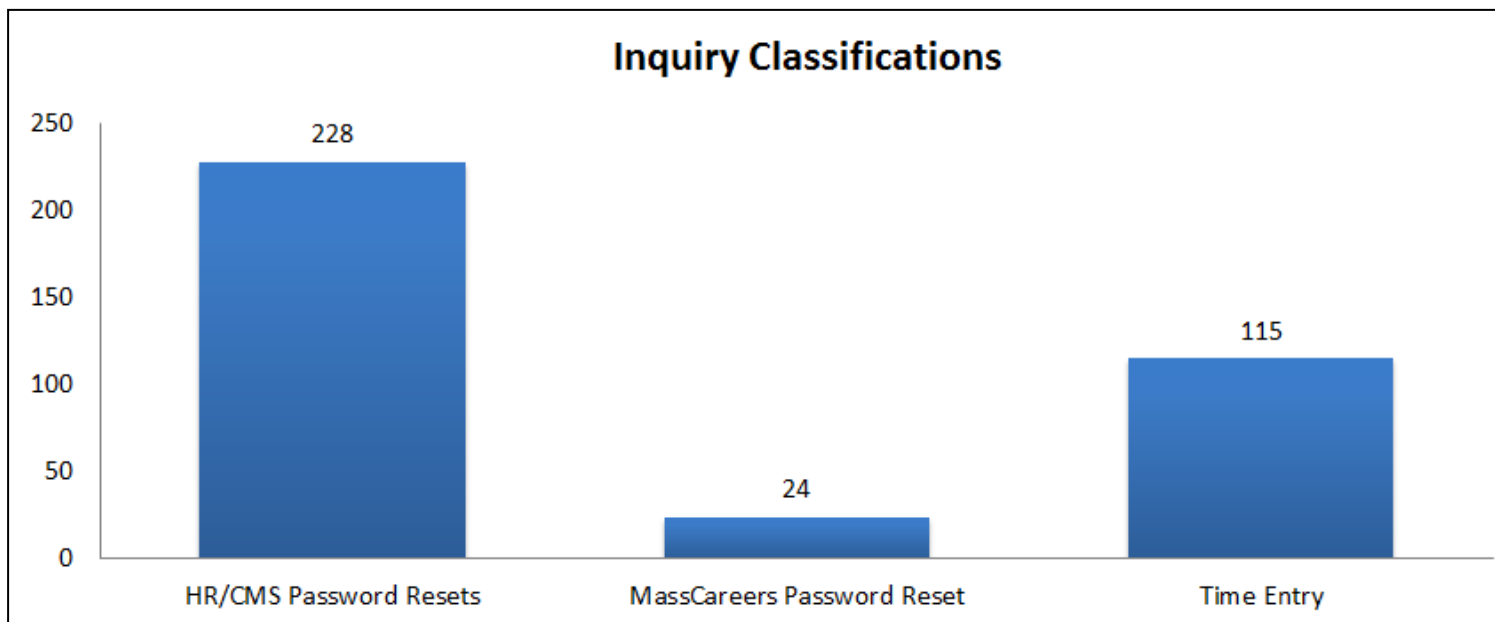
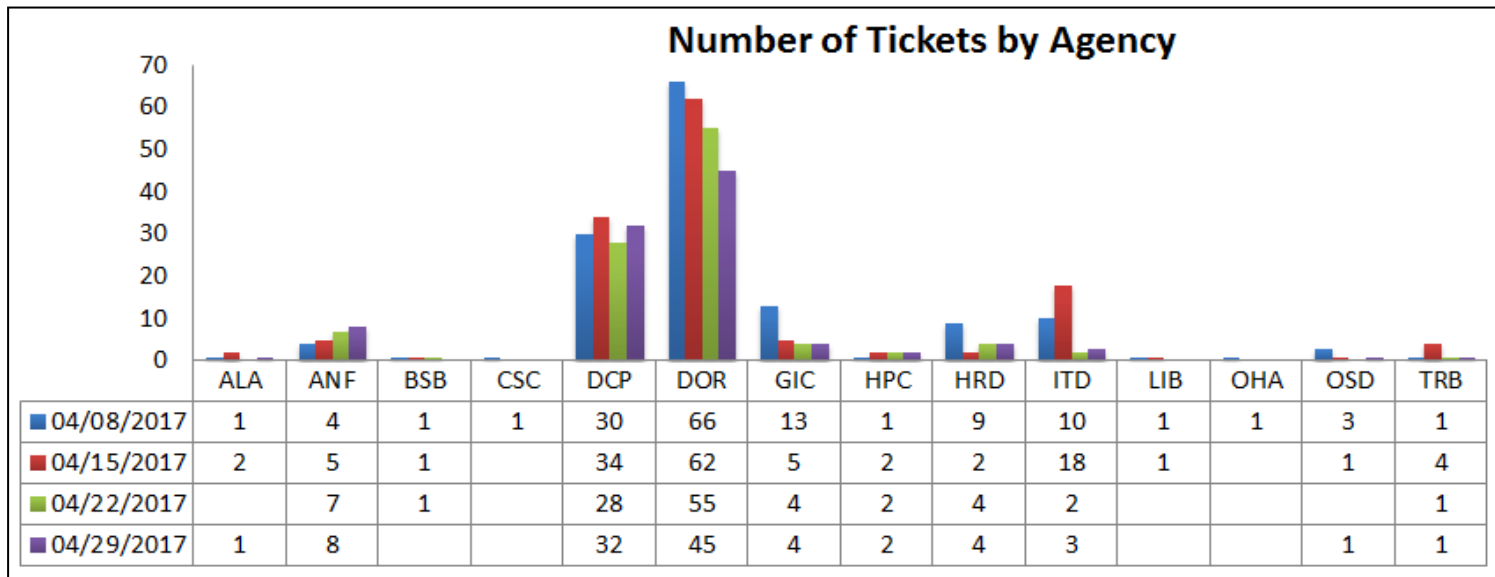
CON Agencies



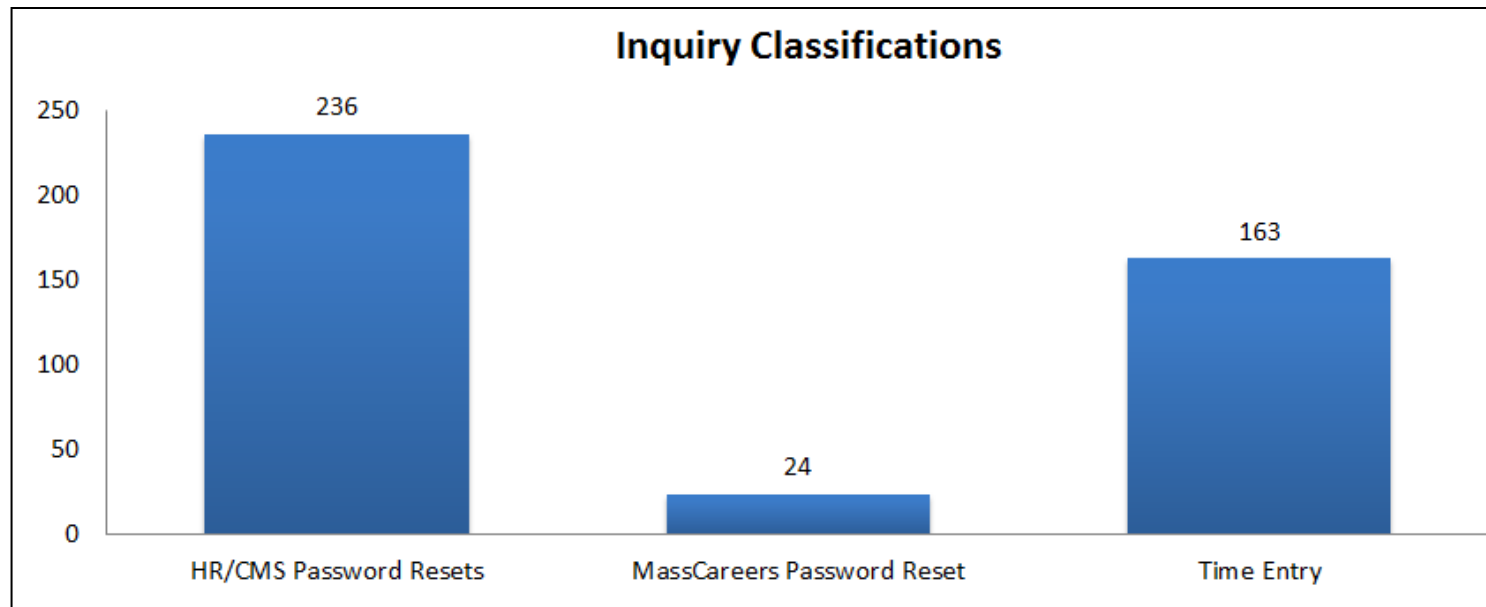
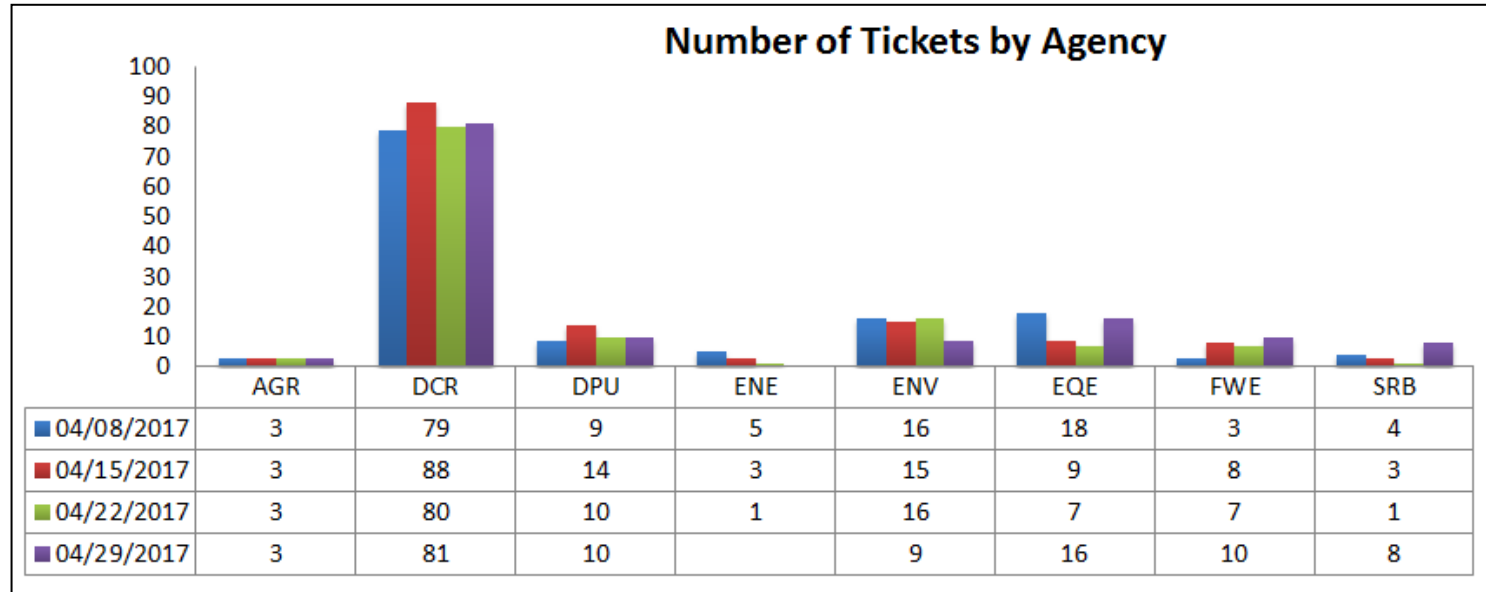
EDU Secretariat Agencies



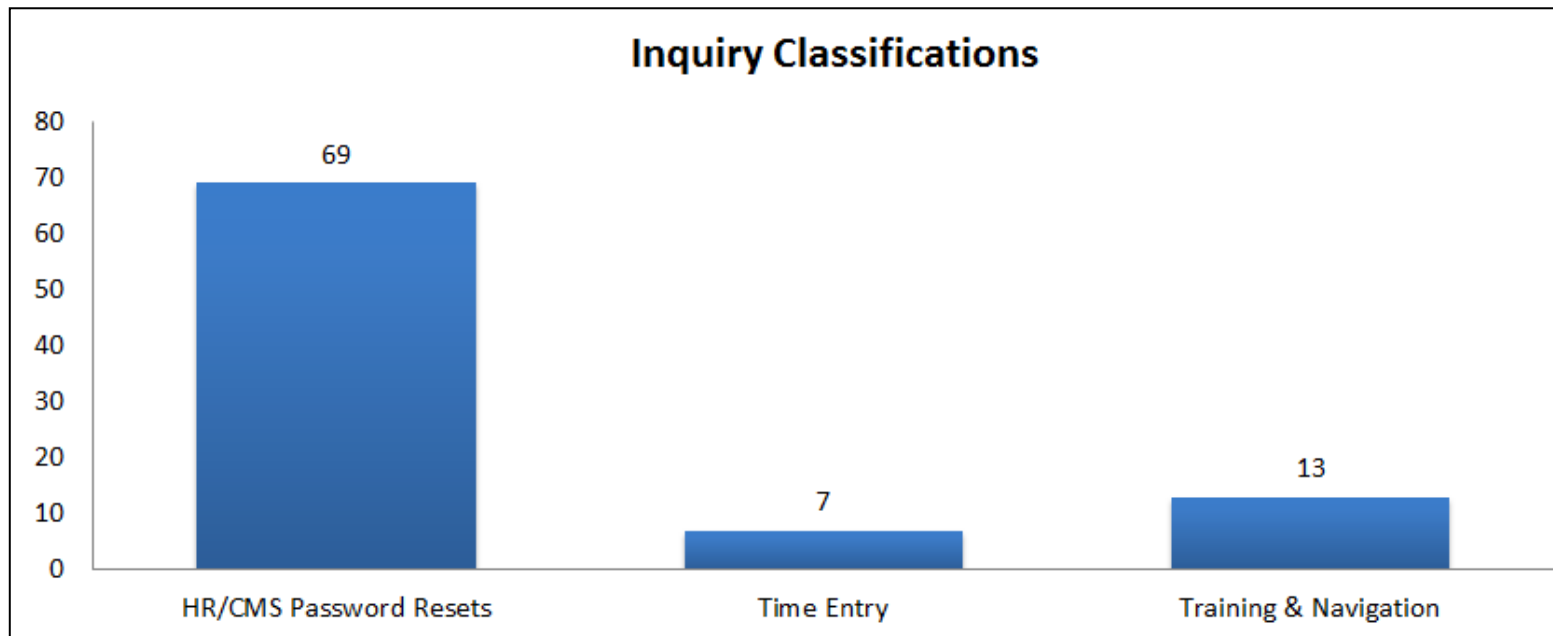
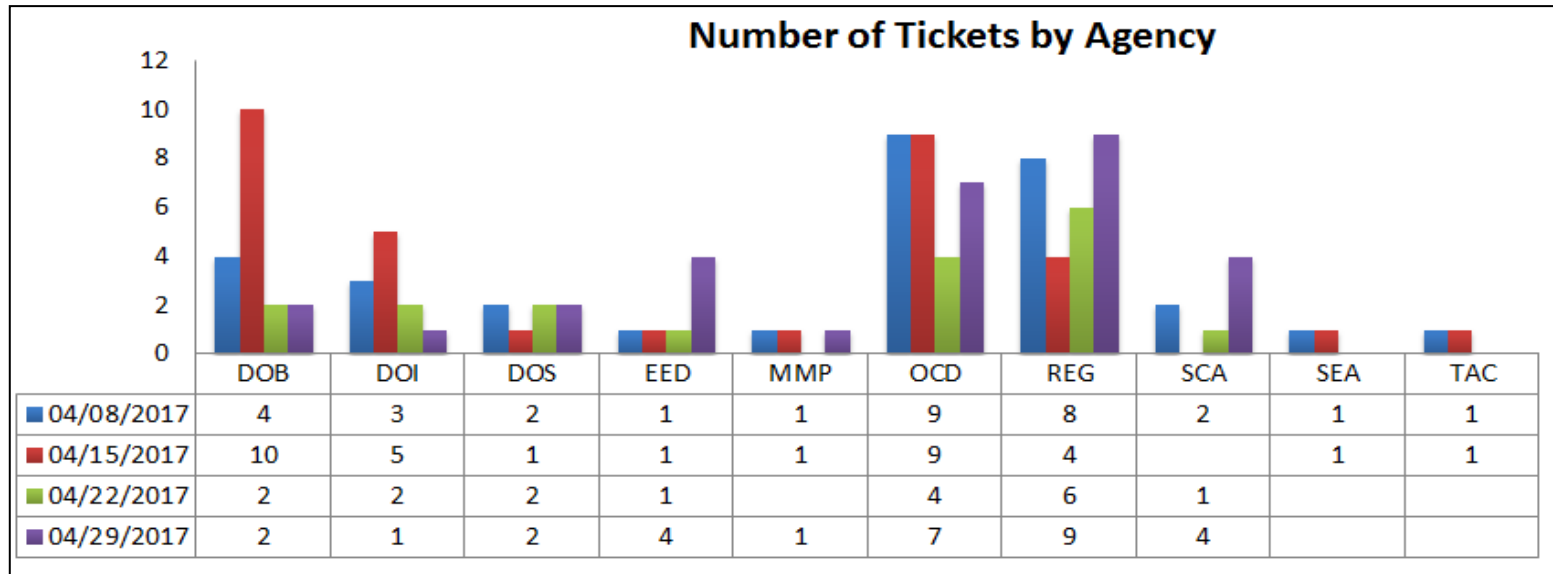
EOANF Secretariat Agencies



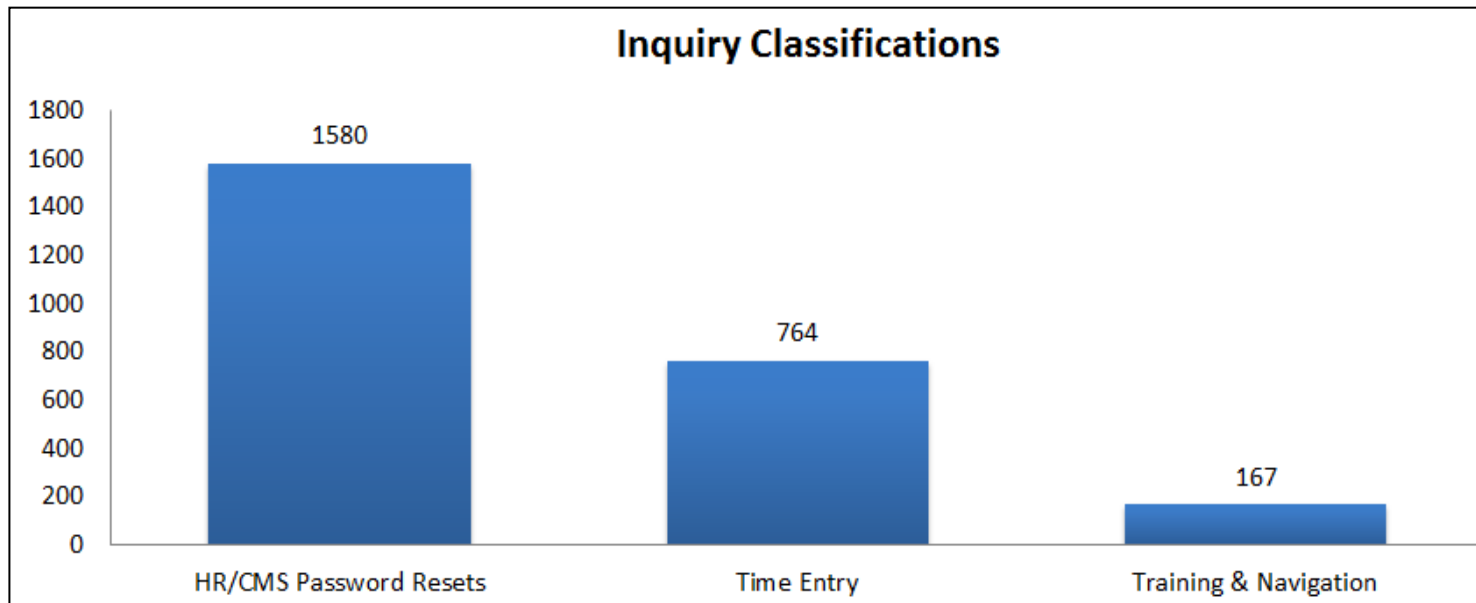
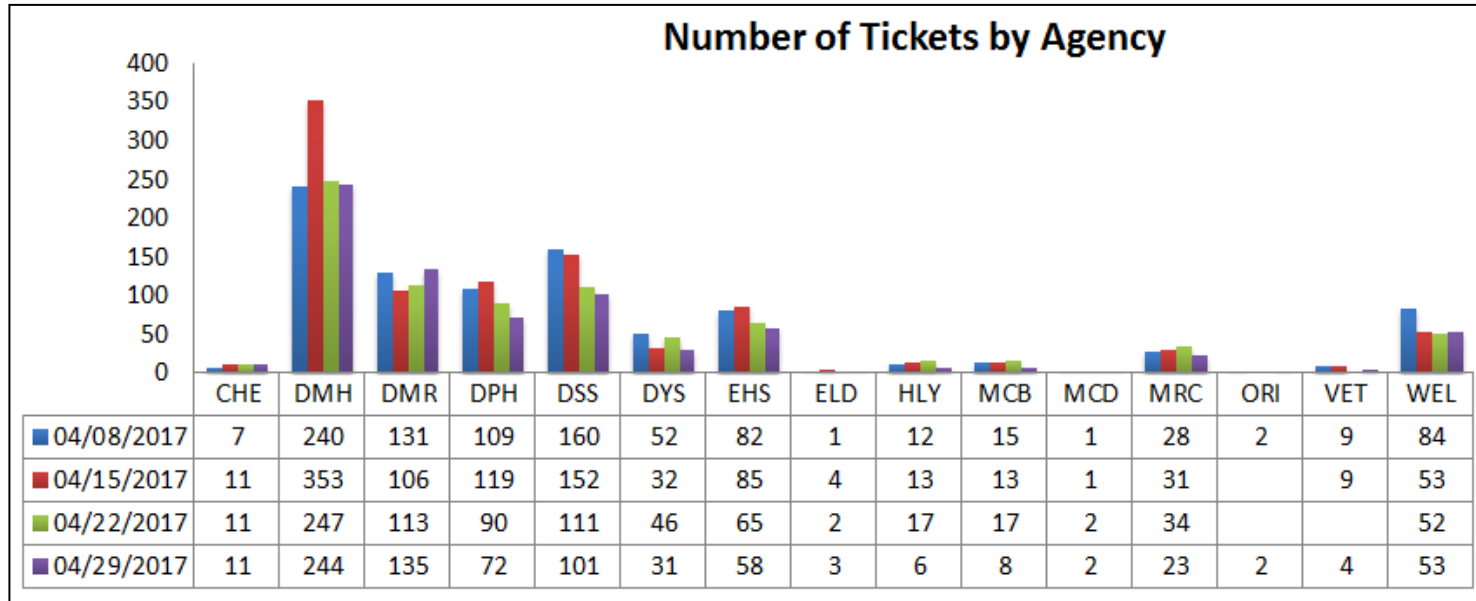
EOEEA Secretariat Agencies

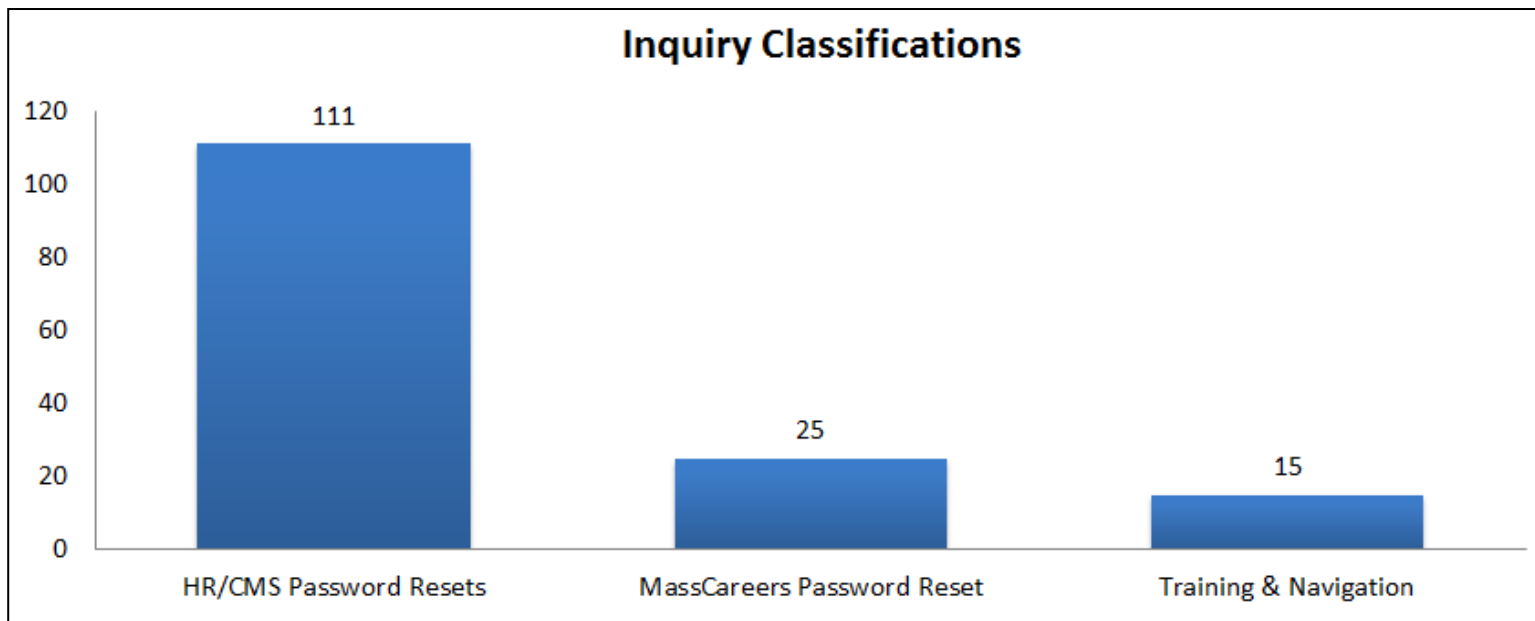
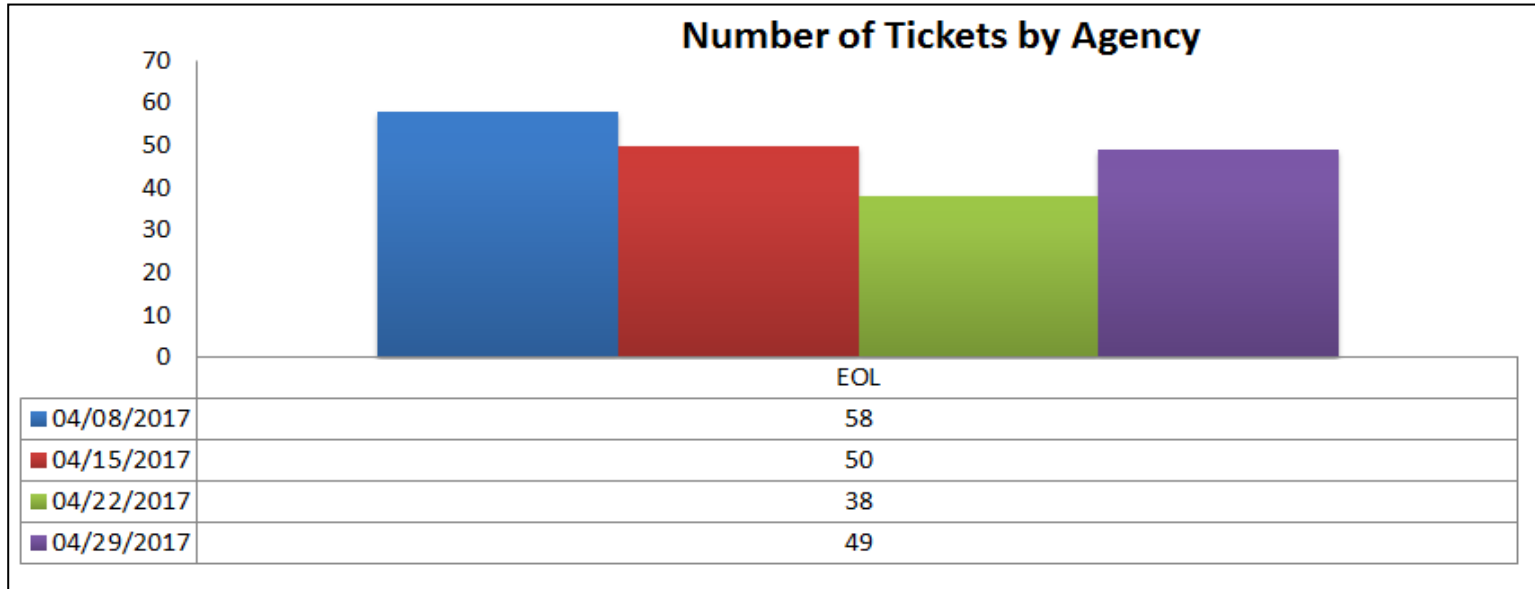


EOHED Secretariat Agencies

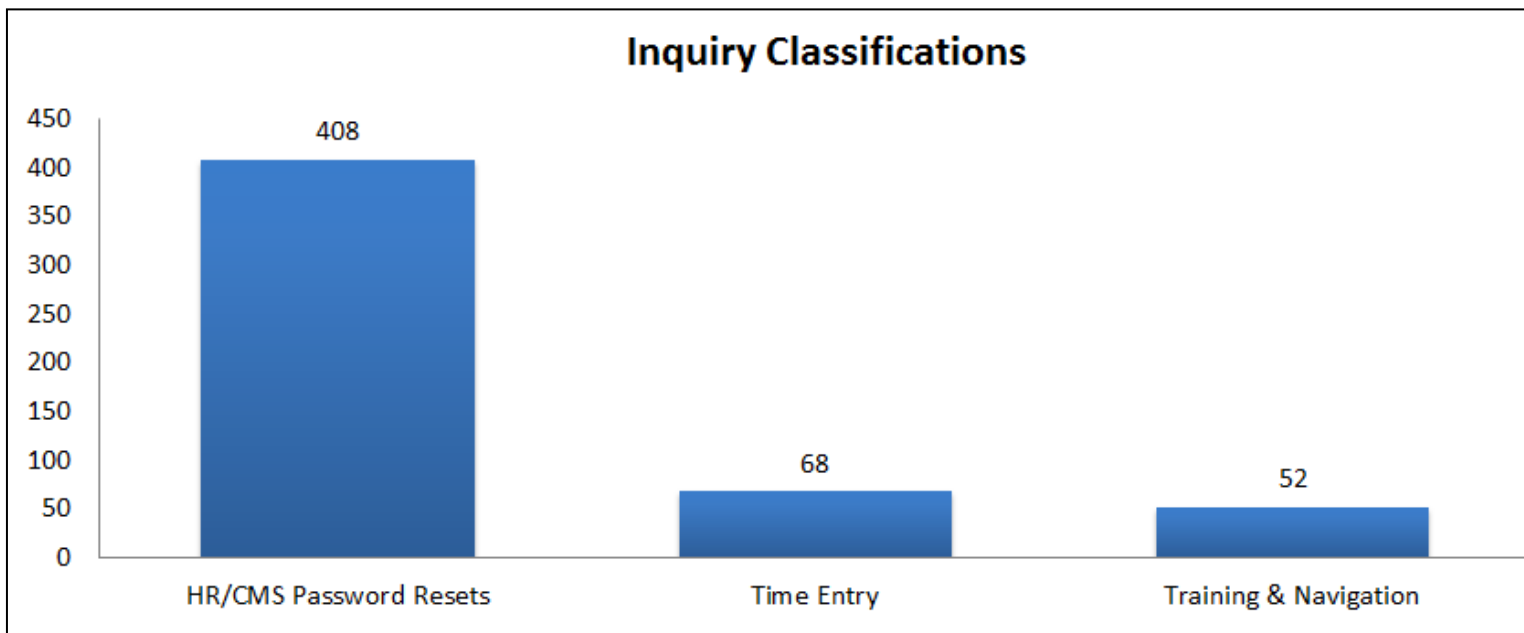
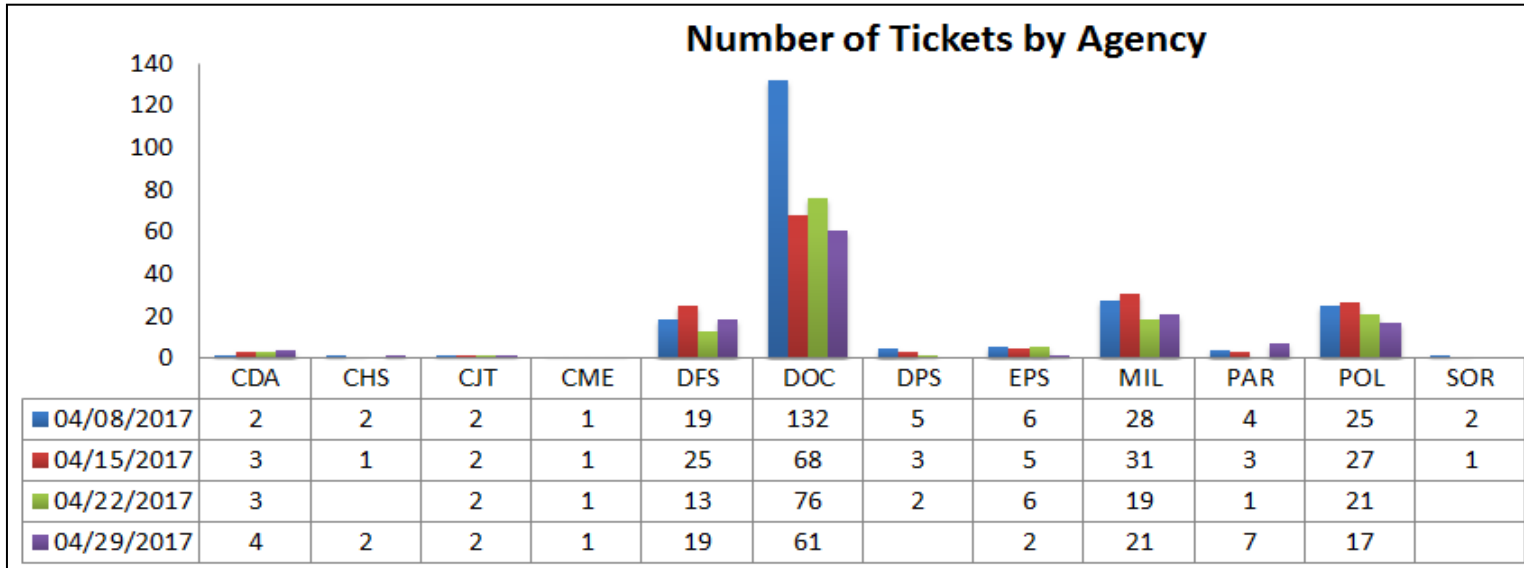


EOHHS Secretariat Agencies

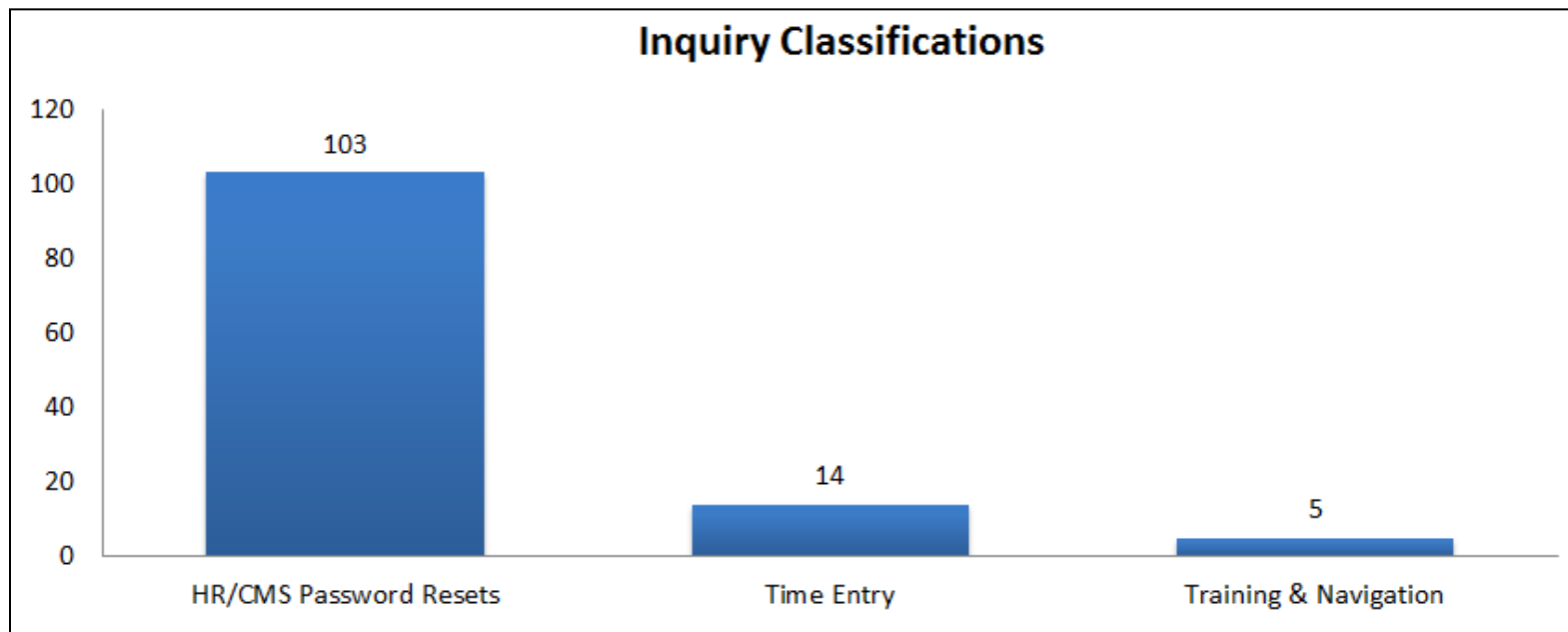
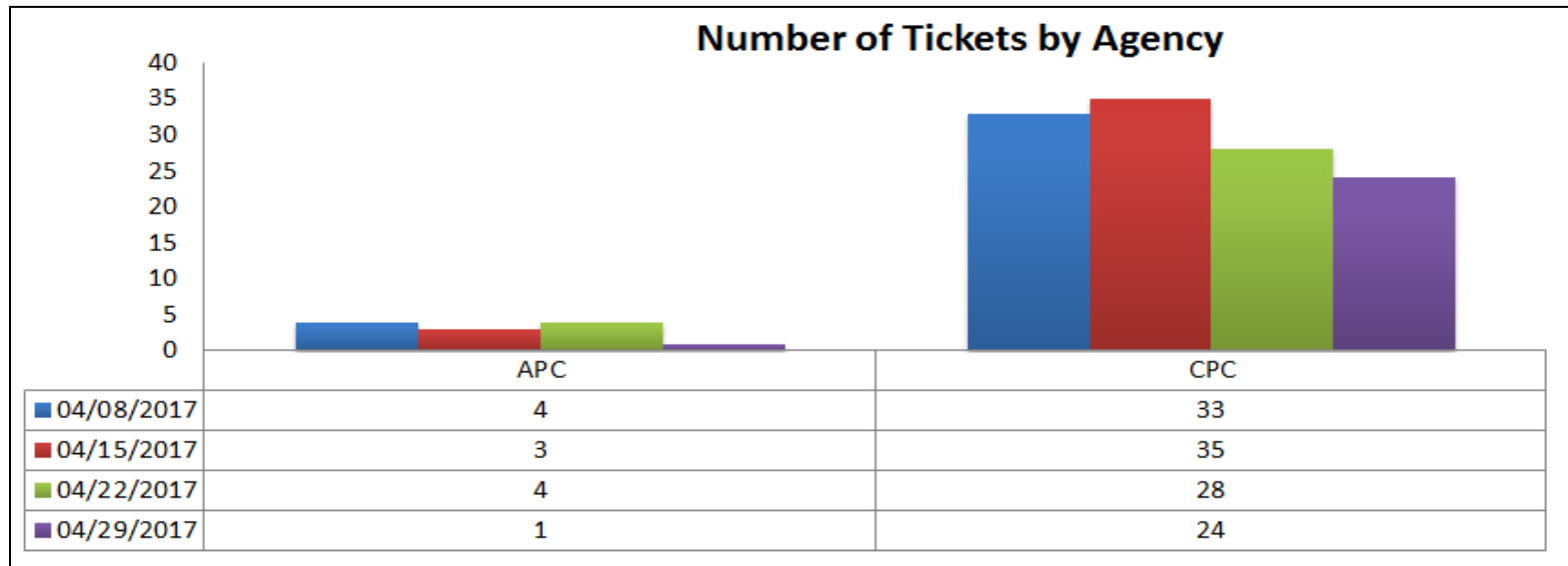




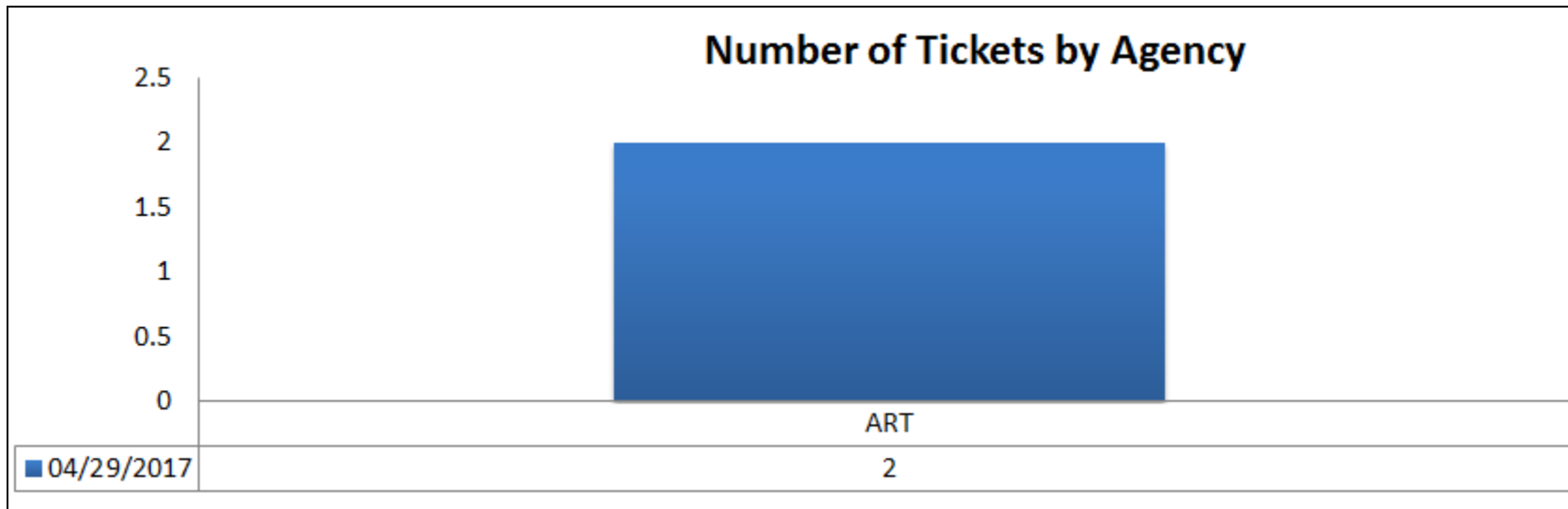
EOPSS Secretariat Agencies



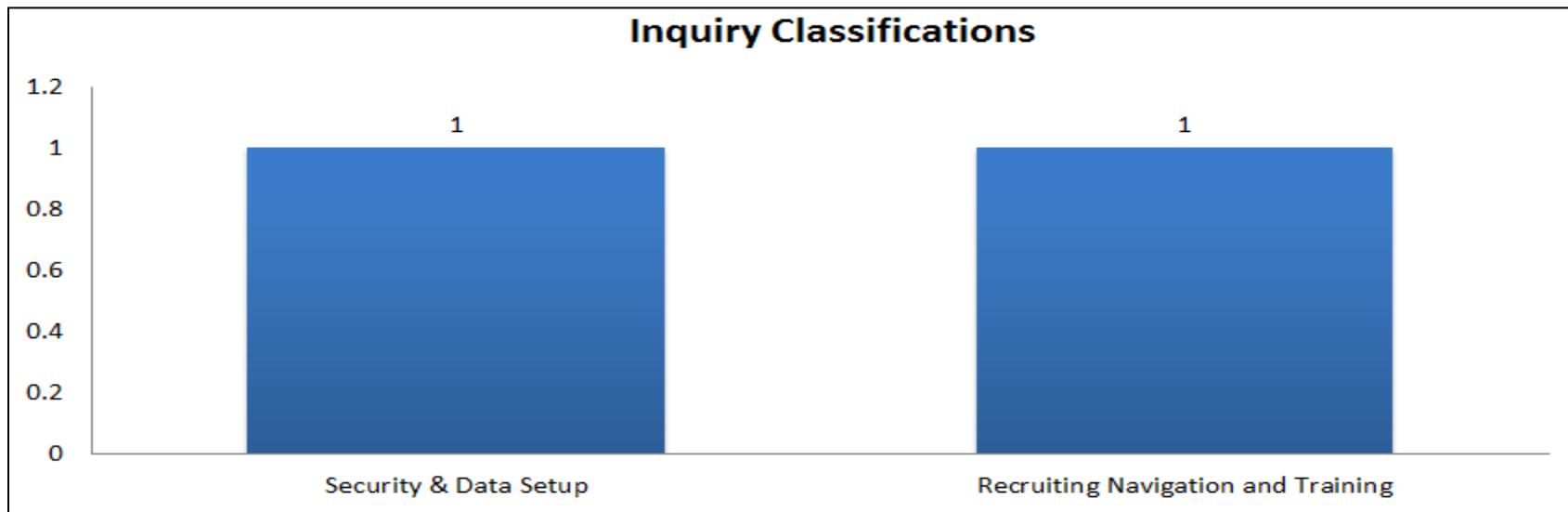
JUD Agencies



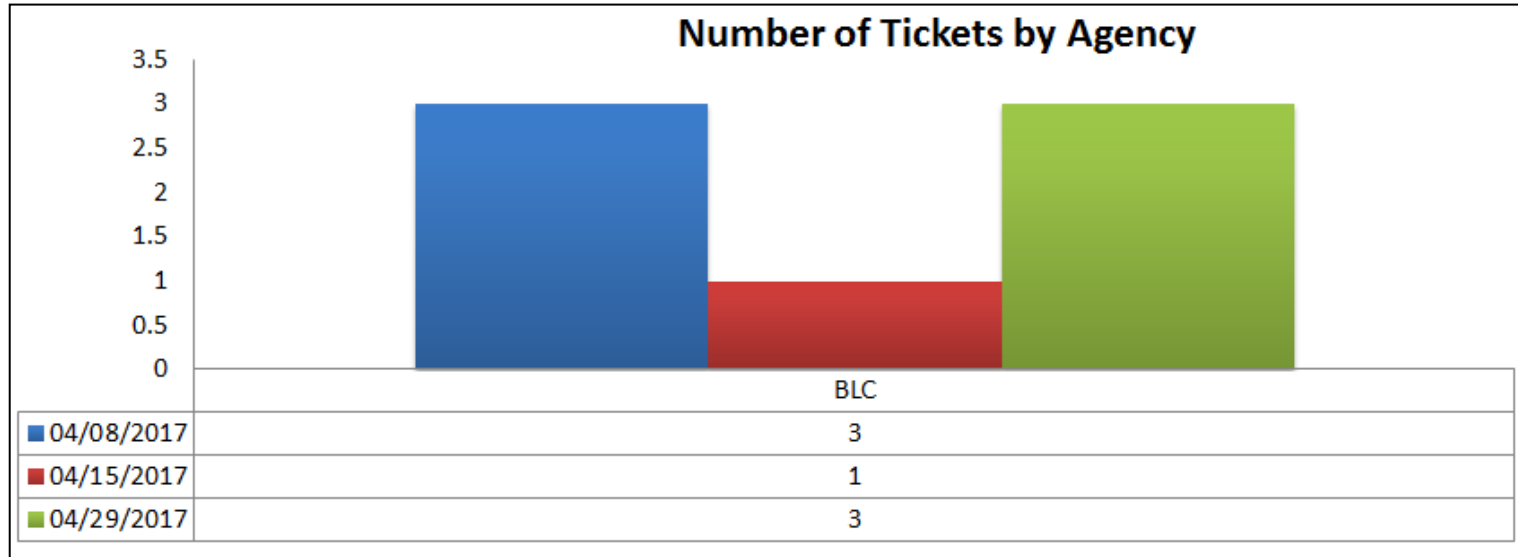
ART Tickets and Classification



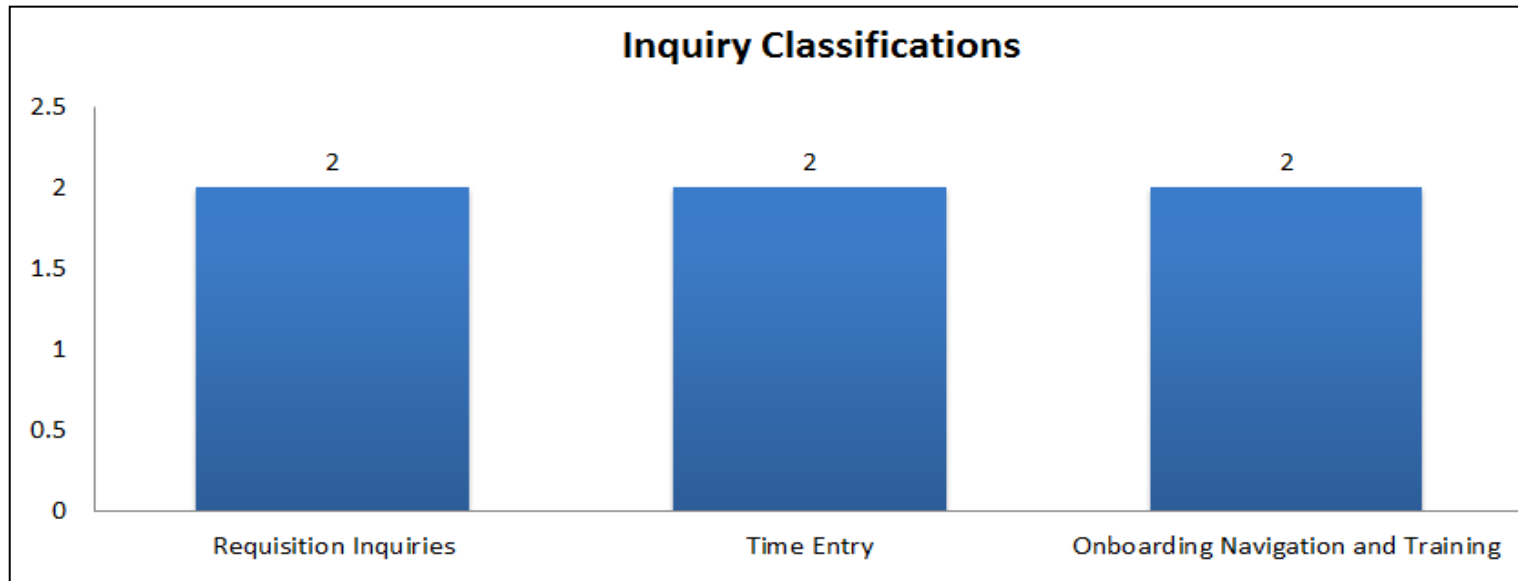
There were no requests the weeks of 4/8, 4/15, & 4/22.



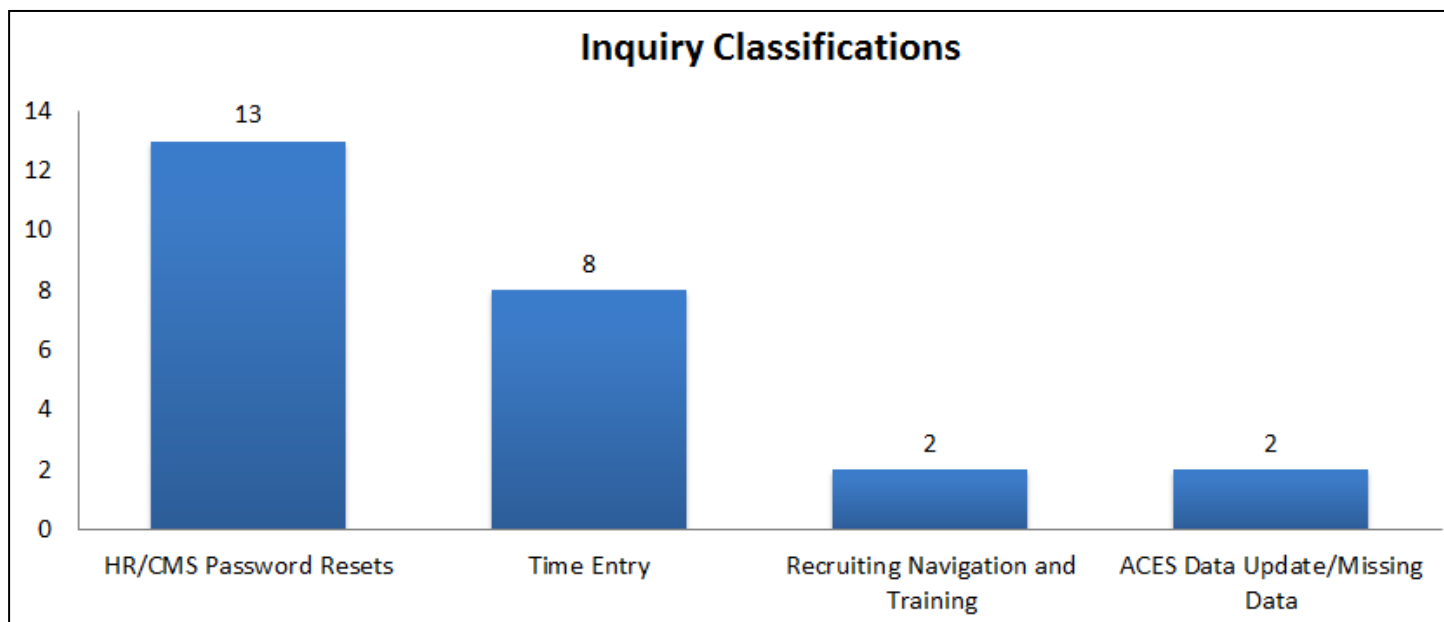
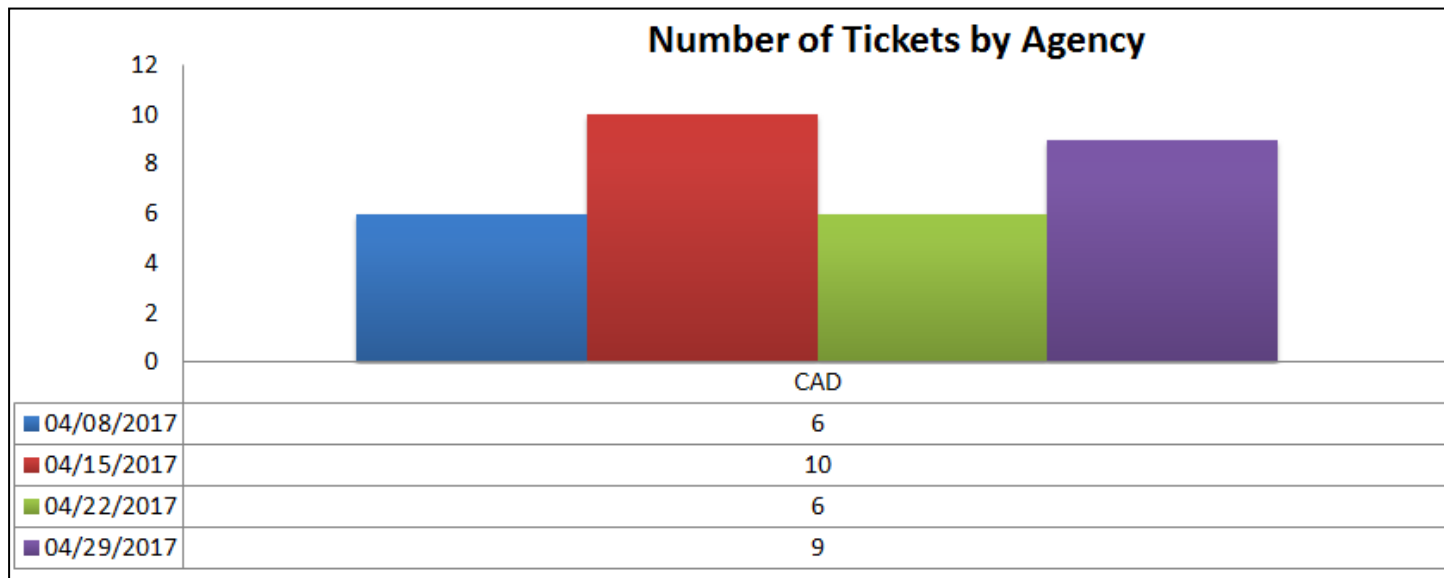
BLC Tickets and Classification



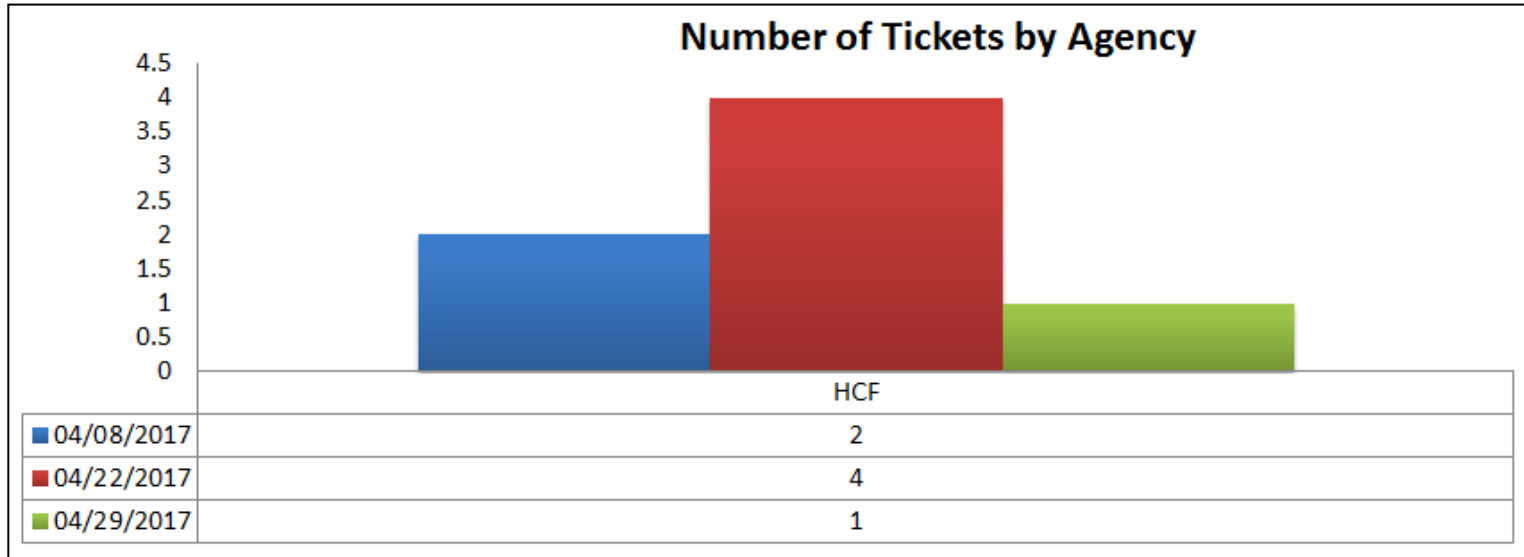
There were no requests the week of 4/22.



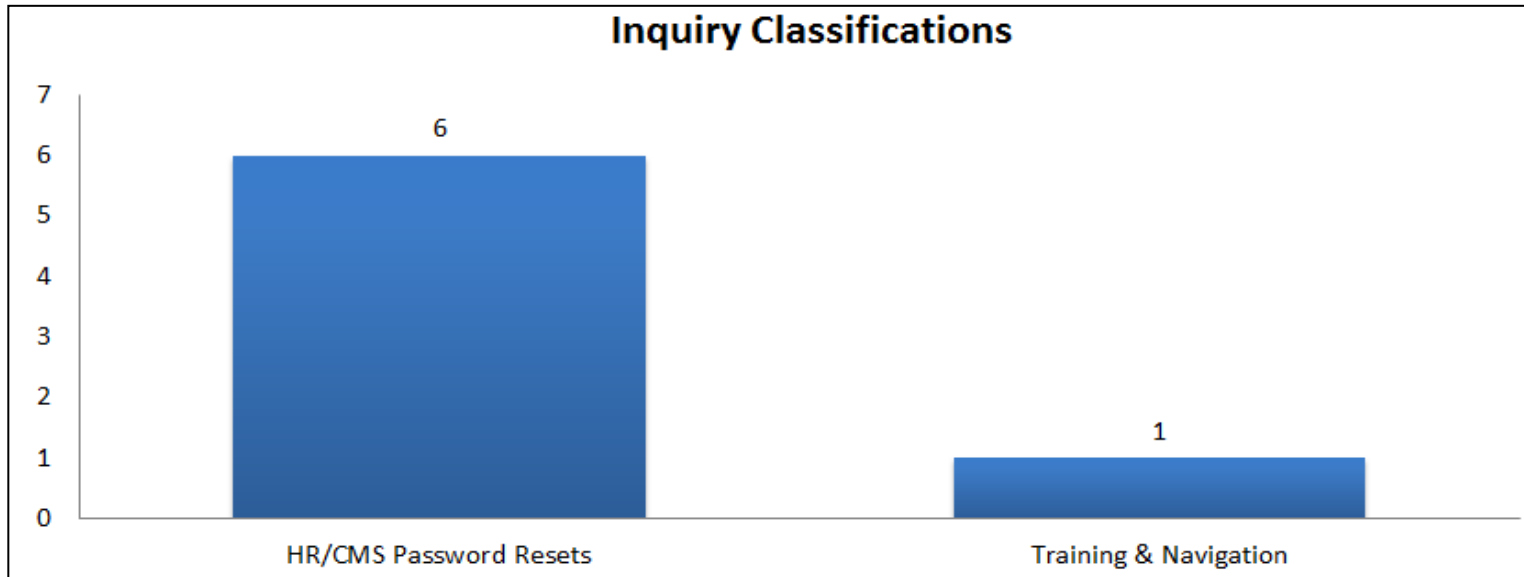
CAD Tickets and Classification



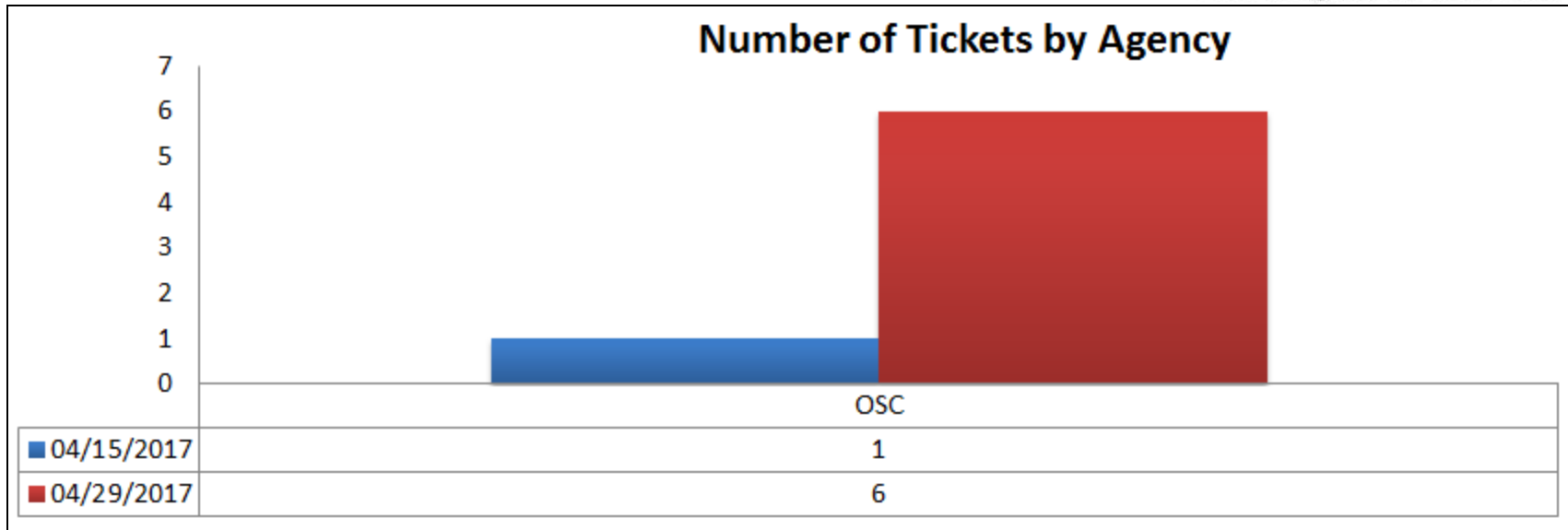
HCF Tickets and Classification



There were no requests the week of 4/15.



OSC Tickets and Classification



There were no requests the weeks of 4/15 & 4/22.

